USER MANUAL

3/1/2010

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Introduction

The Finance Organization developed the WIS system to provide corporate standard metrics to track vehicle warranty activity. These metrics consist of conditions per 1000 vehicles sold (C/1000), expense per unit sold (EPUS) and cost per condition (CST/C). These metrics are used in forecasting future expenses and to measure vehicle quality. WIS is a browser based application and can support a large user community of corporate and supplier quality analysts.

Warranty claims that are reported in the WIS system include:

- Warranty data only. Does not include Service Contract or Transportation claims.
- Repairs on sold vehicles only. Repairs will be reported after the vehicle is sold if the repair occurred prior to the sale date.
- Retail and Daily fleet repairs. Chrysler company car program vehicle repairs are not reported in WIS until after a retail sale has occurred.
- Paid warranty repairs only. Denied or rejected claims are not reported in WIS.

The following are some of the key items the system has to offer:

- Six Model Years of data for either Months in Service or Miles in Service.
- Three Model Year comparisons are standard.
- Months in Service metrics can be generated for any available coverage.
- Sample (Days to Sale Selection) and all vehicle sales are available.
- Markets can be combined to generate a "Global" warranty metric.
- EPUS can be reported in Local Currency.
- All Product Teams can be combined to generate a corporate total metric.
- Corporate Body Models are available for queries.
- Component Typing has been changed to represent vehicle populations.
- Reporting by Part Numbers is now available.
- Data extraction has been improved with a new "Export" feature. The format for exported data is now user defined.
- Advanced Reporting is done on a real time basis. No more overnight processing for custom reports.
- Link to EWT from all reporting screens.
- Link to QNA from the claim report generated by the EWT link.

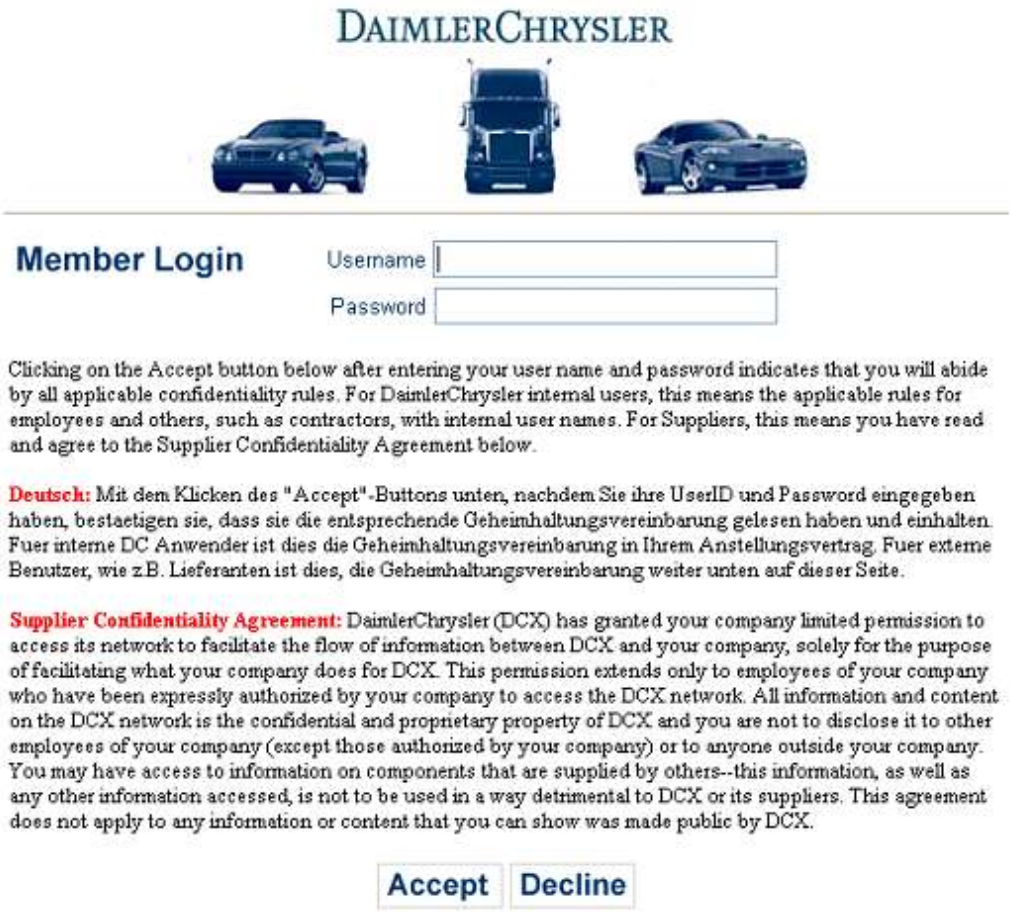
Logon Procedures

WIS is accessed using either Internet Explorer™ (IE) through the following URL:

http://aqip02.intra.daimlerchrysler.com/WIS/servlet/com.dcx.quality.aqip.qir.WisServlet

or through Covisant (external suppliers).

Make sure that the IE software is at least version 6.0 or higher. Upon accessing the WIS URL, users will be prompted to input their TID and password into the sign-on window and click on the "OK" button:


DAIMLERCHRYSLER
Member Login
Username
Password
Clicking on the Accept button below after entering your user name and password indicates that you will abide by all applicable confidentiality rules. For DaimlerChrysler internal users, this means the applicable rules for employees and others, such as contractors, with internal user names. For Suppliers, this means you have read and agree to the Supplier Confidentiality Agreement below.
Deutsch: Mit dem Klicken des "Accept"-Buttons unten, nachdem Sie ihre UserID und Password eingegeben haben, bestaetigen sie, dass sie die entsprechende Geheimhaltungsvereinbarung gelesen haben und einhalten. Fuer interne DC Anwender ist dies die Geheimhaltungsvereinbarung in Ihrem Anstellungsvertrag. Fuer externe Benutzer, wie z.B. Lieferanten ist dies, die Geheimhaltungsvereinbarung weiter unten auf dieser Seite.
Supplier Confidentiality Agreement: DaimlerChrysler (DCX) has granted your company limited permission to access its network to facilitate the flow of information between DCX and your company, solely for the purpose of facilitating what your company does for DCX. This permission extends only to employees of your company who have been expressly authorized by your company to access the DCX network. All information and content on the DCX network is the confidential and proprietary property of DCX and you are not to disclose it to other employees of your company (except those authorized by your company) or to anyone outside your company. You may have access to information on components that are supplied by others--this information, as well as any other information accessed, is not to be used in a way detrimental to DCX or its suppliers. This agreement does not apply to any information or content that you can show was made public by DCX.
Accept
Decline

Note: Use your mainframe TID and password. If you do not know your mainframe password, go to the "ME" section on the Chrysler Dashboard and select the "Change Password" option to establish/reset your password.

WIS Report Selections

Once logged in, the WIS Home page will appear:

CQS - WIS
CHRYSLER QUALITY SUITE
CQS Home • EWT Home • WIS Home • Print • Chart • Export • Contact Us • Help
Status Summary • Top Problems • MOP/MIS • Supplier Targets • Advanced Reports
Warranty Information System
2008 Report MIS 6 is currently available.
2008 Report MIS 7 will be available on Thursday May 8, 2008.
Report: Current
Type: All
GO
Date
Report
Type
Message
Apr-11-2008
System
Comments
DAYS TO SALE SELECTION
Days to Sale Selection now defaults to 90 Days on the Param
Apr-11-2008
System
Comments
SALES DIVISOR
When "Standard or CT/SMLC so Equipped" is selected it will n
Apr-03-2008
System
Comments
QUALTIY
The 90 Days - Days to Sale Selection is now used in all Qualit

Using the mouse, click on the feature desired.

Status Summary:
Displays specific information by Product Lines, Assembly Plants, Part Number, labor operation codes (LOP), etc.

Top Problems:
Displays top problems by the first six positions of the LOP or by part number for specified Product Line, Functional Group, SMLC, or Assembly Plant

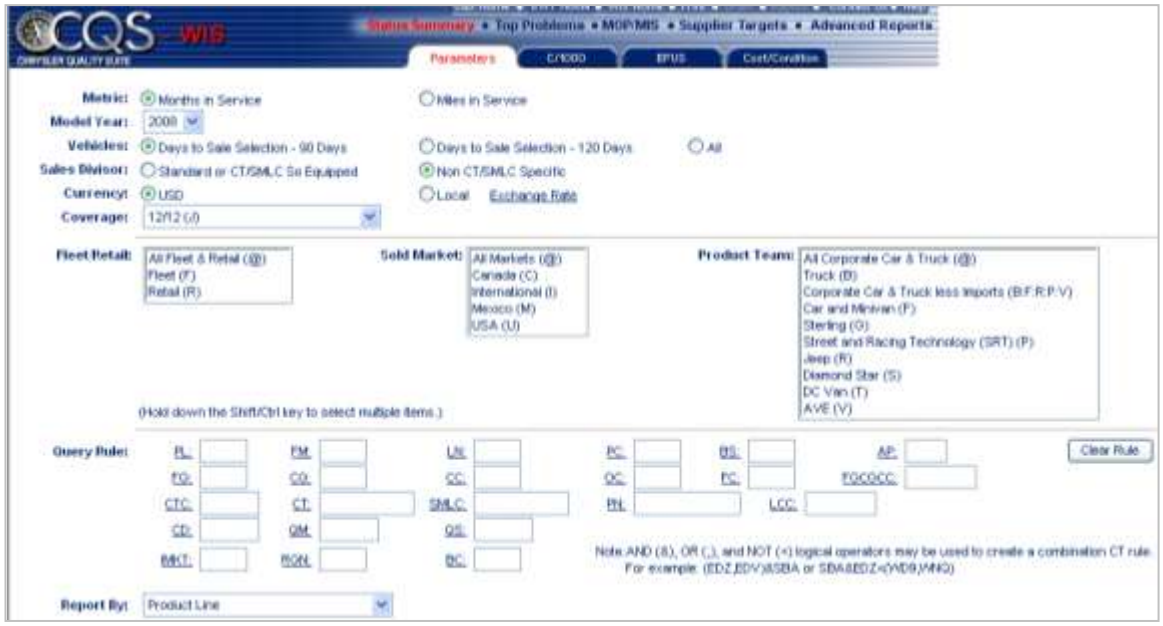
MOP/MIS:
Displays all matrices and provides data export and charting. This is the only area within WIS where the "Chart" feature is available.

Supplier Targets:
Tracks outside supplier warranty targets.

Advanced Reports:
Allows users to customize their own reports.

Status Summary Field Definitions

The following Status Summary Parameters screen allows the user to perform various queries of the available warranty data (C/1000, EPUS, and Cost/Condition).



Metric/Vehicle

Metric:

Select the radio button for either "Miles in Service" or "Months in Service" (MIS defaults to "Months in Service"). Both metrics are calculated from the date that the customer (retail or fleet) takes delivery of the vehicle from the Dealer.

Model Year:

Use the drop down box to determine what Model Year will be defined as the Current for comparable calculations. WIS has six Model Years' of data, but only three will appear on the metric report.

Vehicles:
Select the radio button to determine whether all sold vehicles are included in the metric calculation or only the "Days to Sale Selection" population defined by the sales market. This is calculated using the J-Status build date on the vehicle record and the date the date the customer bought the vehicle. The Days to Sale Selection was previously known as "Sample".

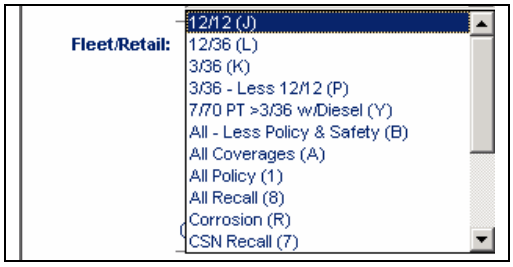
Sales Divisor:
The Sales Divisor has two selections, the optional setting of "Standard or CT/SMLC So Equipped" and the default setting of "Non 'CT/SMLC' Specific". In the default setting the calculation is based on the total population of vehicles. In the "So Equipped" setting the calculation is based on the population defined by the component type (sales code)

For example, to find the cost of RES radio repairs (086002) on 2008 RT's equipped with the RES radio, select the "So Equipped" optional setting. On the other hand, to find the cost of RES radio repairs spread over the entire 2008 RT population, the "default" setting should be selected.

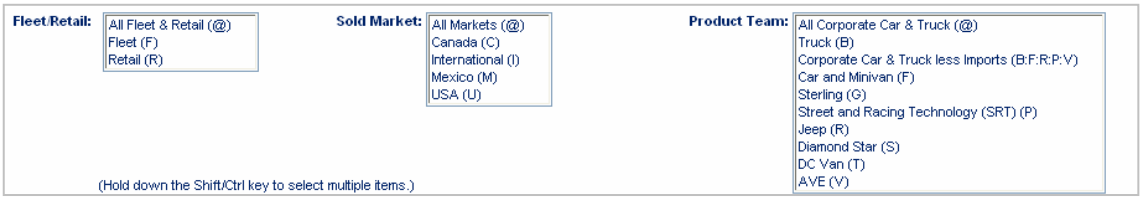
Currency:
The Currency option has two selections, the default setting of "USD" and the optional "Local". The optional "Local" selection calculates EPUS using the Local Currency for International Markets. To use this selection all the Business Centers selected must report in the same Local Currency. For example, you cannot mix Peso's with Euro's.

Clicking on Exchange Rate will bring up a listing of Country, Currency, Effective Date, and corresponding exchange rate.

Coverage:
Use the drop-down window button to display and select one of the available warranty coverages.



Market/Platform

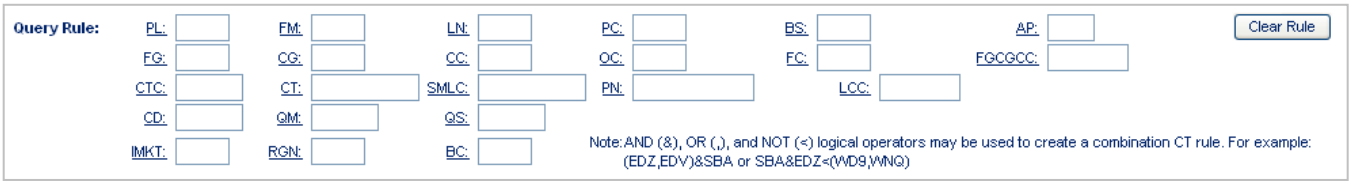


Fleet/Retail:
Determine which type of sold vehicles to include by selecting All, Fleet, or Retail.

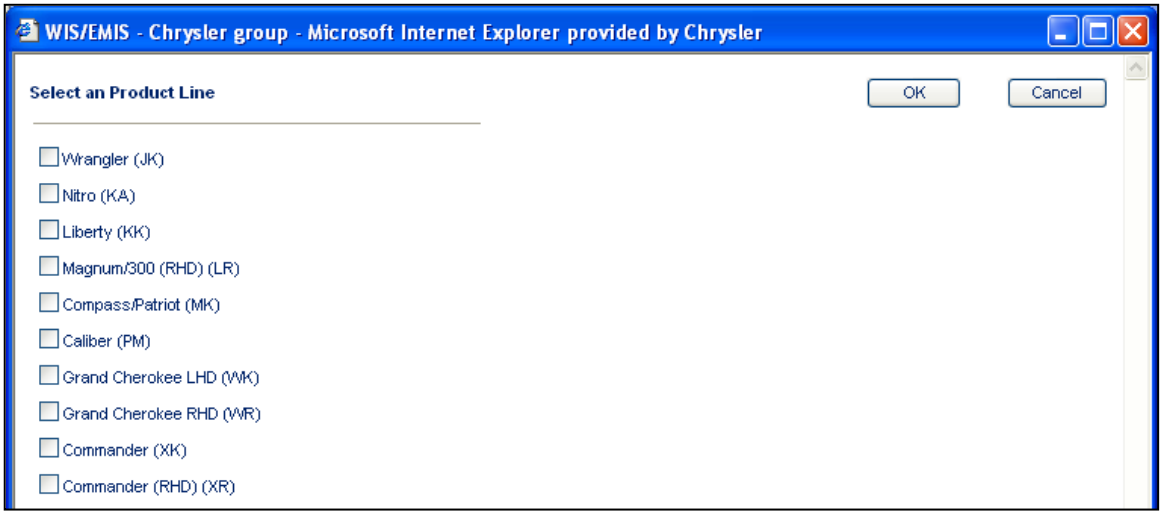
Market:
Determine which sold market by selecting All or one of the specific sales markets. Multiple markets may be selected by holding the Shift or Ctrl key down while clicking on the various selections.

Product Team:
Determine which Product Teams to include. Multiple Product Teams may be selected by holding the Shift or Ctrl key down while clicking on the various selections.

Query Rule



Inputs into the Query Rule fields allow the user to determine how detailed the metrics should be. Most fields currently active and underlined have pop-up windows to assist in the selection process. The following example represents all 2008 MY Product Lines



defined for the Car and Minivan Product Team.

The following provides a brief description of each of the Query Rule fields:

PL:
Product Line (PL, RS, DN, WJ, etc.) Product Line is a field created for reporting in WIS and EWT. It allows easy viewing and reporting of commonly separated, or combined, vehicles. In the above example, the Grand Cherokee, WK family, is separated by whether or not it is a LHD (WK Product Line) or RHD (WR Product Line) vehicle.

FM:
Family is the first two positions of the Corporate Body Model Code (HB represents Durango, RT represents Caravan / Town & Country, etc.)

LN:
Line or Carline is the third position of the Corporate Body Model Code.

PC:
Price Class (High Line, Low Line, etc.) is the third position the Corporate Body Model Code.

BS:
Body Style (2-door, 4-door, Convertible, etc.) is the last two positions of the Corporate Body Model Code.

AP:
Assembly Plant (SHAP, Toluca, JNAP, etc.)

FG:
Functional Group is the 1st and 2nd digits of the labor operation code (LOP). It defines the major categories (Suspension, Brakes, Engine, etc.).

CG:
Component Group is the 3rd and 4th digits of the LOP and is a sub-category of the Functional Group. A Component Group cannot be selected without first selecting a Functional Group.

CC:
Component Code is the 5th and 6th digits of the LOP and is a sub-category of the Component Group. A Component Code cannot be selected without first selecting a FG/CG combination.

OP:
Operation Code represents the 7th and 8th or the last two digits of the LOP and is a sub-category of the Component Code. An Operation Code cannot be selected without first selecting a FG/CG/CC combination.

FC:
Failure Code is not a part of the LOP. It simply describes the reason the warranty repair was done.

FGCGCC:
6 Position LOP or Top Problem

CTC:
Component Type Class identifies a class of vehicle components (engines, transmission, wheels, etc.).

CT:
The Component Type identifies the number of vehicles equipped with specific components identified by sales codes. For example DFF is the sales code for the 4 Speed 41TE Transmission. The resulting metrics is then based on that population of vehicles if the "So Equipped" Sales Divisor is selected.

SMLC:
Supplier Manufacturing Location Code as assigned in the Purchase Order system.

PN:
Part Number selected as the failed part on the warranty claim.

LCC:
Local Commodity Code as defined in the Purchase Order system..

CD:
Commodity Director is a designation within Supplier Quality. QM, or Quality Manager, is a subset of CD.

QM:
Quality Manager is a designation within Supplier Quality. QS, or Quality Specialist, is a subset of QM.

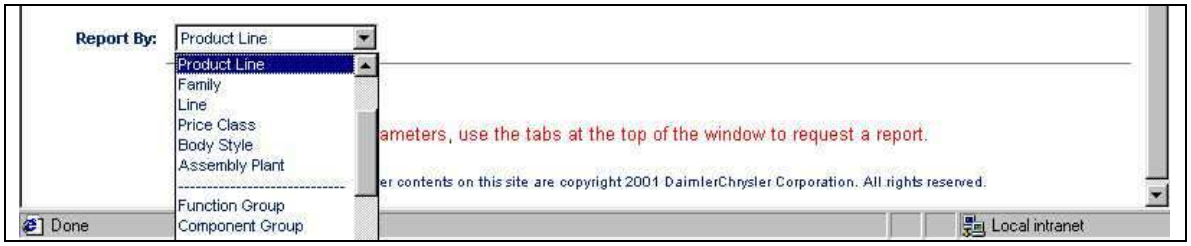
QS:
Quality Specialist is a designation within Supplier Quality.

IMKT:
International Market may represent a single country such as the USA or a group of countries such as Europe.

RGN:
Region/Business Center represents a subset of the International Markets defined in the IMKT field.

BC:
Business Center represents a subset of the IMKT/RGN combination.

Report By



"Report By:" determines the list of items for the Status Summary description column. The user may select one item from the pop-up window or inputting the wildcard sign/s (=) into the Query Rule field will generate the same results.

Status Summary Results

Sales:
This represents the recorded number of vehicles Chrysler Group Dealers sold to customers when the system was loaded. Sales volumes can either be all vehicles sold or the sample population.

Current C/1000, EPUS, or Cost/Condition:
Current metrics represent the latest Model Year's warranty activity in the system or the prior Model Year as determined by the user. All metrics are based on the Model Year's population of recorded sold vehicles prior to the last system update.

Comp C/1000, EPUS, or Cost/Condition:
Comparable (Comp) metrics are a look at the prior Model Years' warranty metrics to see how they would compare to the same number of Months of Production (MOP)/Months in Service (MIS) as the Current Model Year.

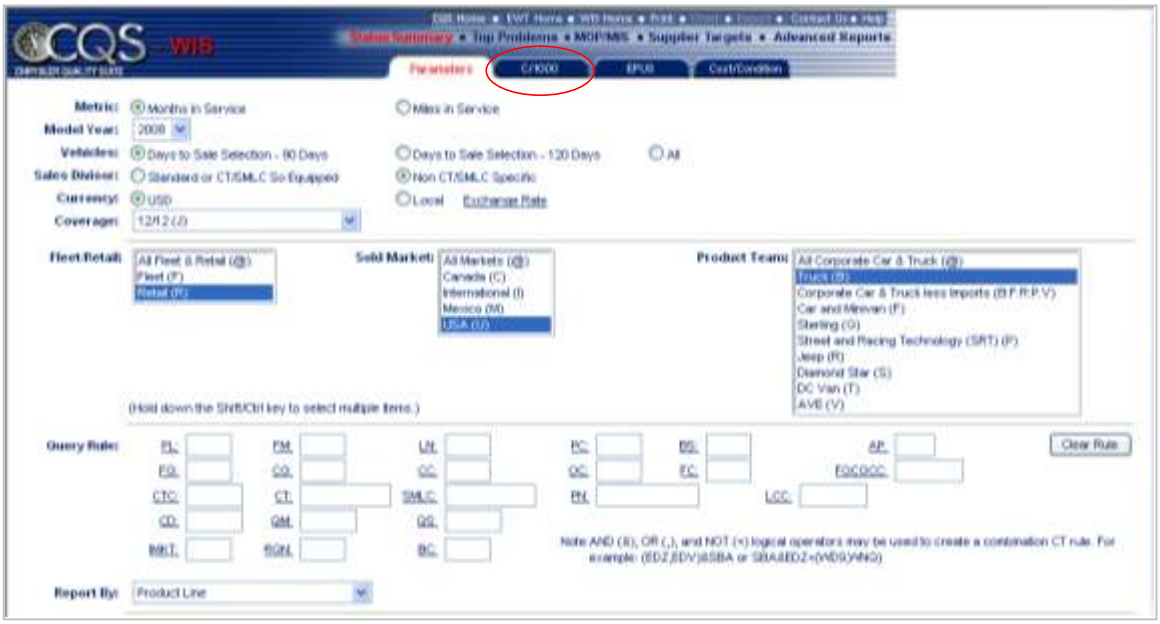
YTD C/1000, EPUS, or Cost/Condition:
Year-to-date (YTD) equals the total Model Years' warranty through the current reporting period.

Current to Comp:
The first of the two columns defines the delta between the Current and Comp columns, while the second indicates the percentage of change between the Current and Comp columns.

Status Summaries Query Example

To begin the Status Summaries query process, click on "Status Summary" at the top of the WIS Home Page:

From the Parameters tab, select the Metric/Vehicle Definition, Market/Product Team, Query Rule, and Report By as indicated below and click on the C/1000 metric tab.



Once the C/1000 metric query results are displayed, drilling down through the various levels to accomplish with the following:

1. Select the radio button next to one of the description list items.
2. Select the level from the “Next” `pop-up window.
3. Click the “GO” button.

Select “Durango/Aspen (HB)” from the description list, “Functional Group” from the “Next” pop-up window and press “GO”.

CQS WIS
Top Problems
MOP/MIS
Supplier Targets
Advanced Reports
Parameters
C/1000
EPUS
Cost/Condition
Report By... Prev:
Next:
Price Class
WIS - Chrysler Group
Months in Service - C/1000
Report MIS : 6
Summary Report
Track (B)
Data Through March 2008
April 23, 2008
10:31:46 AM EDT
Product Line Description
Sales
Current C/1000
Comp. C/1000
YTD C/1000
Current to 2007 Comp
C/1000
%B(W)
Comp. C/1000
YTD C/1000
Current to 2006 Comp
C/1000
%B(W)
Ram Pickup HD (DH) 16,151 594.12 342.22 854.57 (251.90) (73.81) 447.74 587.15 (146.38) (32.69)
Ram Pickup 4500/5500 (DM) 597 487.00 - - - - - - - -
Durango/Aspen (HB) 7,297 448.41 387.23 528.37 (81.18) (15.80) 552.49 676.53 104.07 18.84
Dakota (ND) 3,078 424.69 406.50 547.83 (18.19) (4.48) 476.18 538.94 51.49 10.81
Ram Pickup Chassis (DC) 1,177 418.65 775.91 810.41 357.26 46.04 - - - -
Ram Pickup LD (DR) 30,352 271.21 298.73 480.95 27.52 9.21 369.90 444.79 98.69 26.68
TOTALS 58,652 416.44 350.50 595.60 (65.94) (18.81) 438.24 532.90 21.80 4.97

Select “Electrical (08)” from the description list, “Component Group” from the “Next” pop-up window and press “GO”.

CQS WIS
Status Summary • Top Problems • MOP/MIS • Supplier Targets • Advanced Reports
Parameters
C/1000
EPUS
Cost/Condition
Report By . . . Prev: Product Line go
Next: Component Group go
WIS - Chrysler Group
Months in Service - C/1000
Report MIS : 6
Summary Report
Durango/Aspen (HB)
Data Through March 2008
April 23, 2008
10:34:12 AM EDT
2008 CLM
2007 CLM
2006 CLM
Function Group Description
Sales
Current C/1000
Comp C/1000
YTD C/1000
Current to 2007 Comp
C/1000
%B(W)
Comp C/1000
YTD C/1000
Current to 2006 Comp
C/1000
%B(W)
Electrical (08) 7,297 106.37 111.51 152.92 (84.86) (78.10) 173.33 178.79 (23.04) (13.30)
Body (23) 7,297 113.68 104.15 141.57 (9.53) (9.15) 193.67 267.47 80.00 41.31
Special Services LOPS (85) 7,297 42.95 43.31 49.11 .35 .82 50.86 44.86 8.01 16.71
Wheels (22) 7,297 21.99 16.04 22.65 (5.95) (37.08) 10.09 13.78 (11.90) (117.83)
Air cond+heater (24) 7,297 13.13 18.75 32.55 5.62 29.98 9.67 26.92 (3.26) (33.80)

Select “Motors/Modules (0852)” from the description list, “Component Code” from the “Next” pop-up window and press “GO”.

CQS WIS
Status Summary • Top Problems • MOP/MIS • Supplier Targets • Advanced Reports
Parameters
C/1000
EPUS
Cost/Condition
Report By . . . Prev: Function Group go
Next: Component Code go
WIS - Chrysler Group
Months in Service - C/1000
Report MIS : 6
Summary Report
Electrical (08)
Data Through March 2008
April 23, 2008
10:38:14 AM EDT
2008 CLM
2007 CLM
2006 CLM
Component Group Description
Sales
Current C/1000
Comp C/1000
YTD C/1000
Current to 2007 Comp
C/1000
%B(W)
Comp C/1000
YTD C/1000
Current to 2006 Comp
C/1000
%B(W)
Audio (0860) 7,297 106.84 8.42 12.01 (98.42) (1,169.17) 12.84 17.16 (94.01) (732.31)
Lamps / Modules / Housings (0850) 7,297 11.67 13.10 15.57 1.23 9.41 7.00 8.97 (4.79) (67.71)
Switches / Modules / Keyless Entry / WIN/FOBIK / Keyless Go (0880) 7,297 11.04 14.04 16.31 3.00 21.36 15.70 17.03 4.66 29.86
Wiring Harness Repair, Body and Rear Lighting (0891) 7,297 7.43 9.37 9.71 1.94 20.71 6.41 11.70 (1.02) (15.90)
DVD/Satellite Radio / Obstacle Detection / Telematics / Remote Start (0820) 7,297 6.75 3.85 6.90 (2.90) (75.44) 3.60 3.38 (3.15) (87.32)
Motors/Modules (0852) 7,297 5.76 4.10 4.40 (1.66) (40.62) 10.46 8.04 4.70 44.94
Control module/Sensors (0819) 7,297 5.50 10.17 16.06 4.67 45.93 42.08 35.37 36.58 86.93
Battery (0800) 7,297 4.82 8.15 11.13 3.24 39.69 12.38 9.36 7.46 60.27

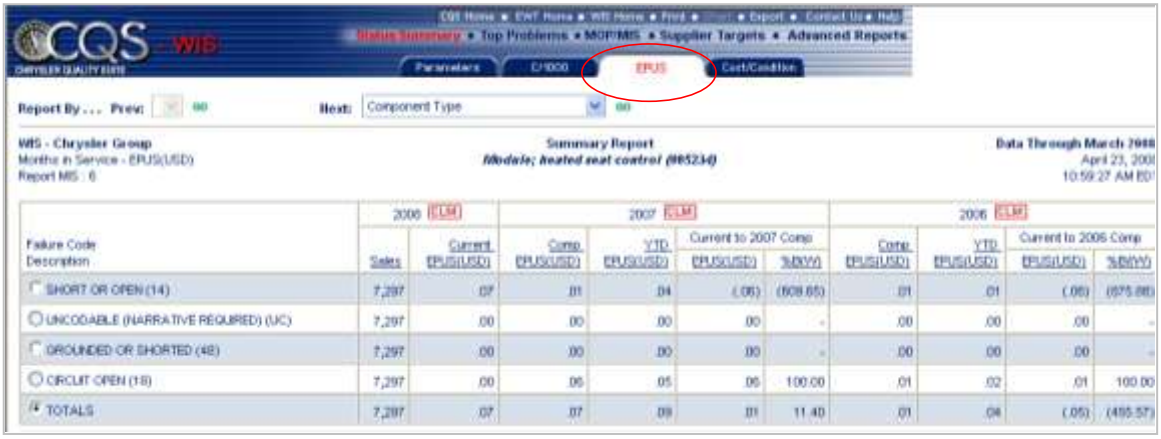
Select “Module, heated seat control (085234)” from the description list, “Operation Code” from the “Next” pop-up window and press “GO”.

Select “TOTALS” from the description list, “Failure Code” from the “Next” pop-up window and press “GO”.

The following lists all the Failure Codes Dealers selected as the reason why the Keyless Entry was replaced (LOP 088028).

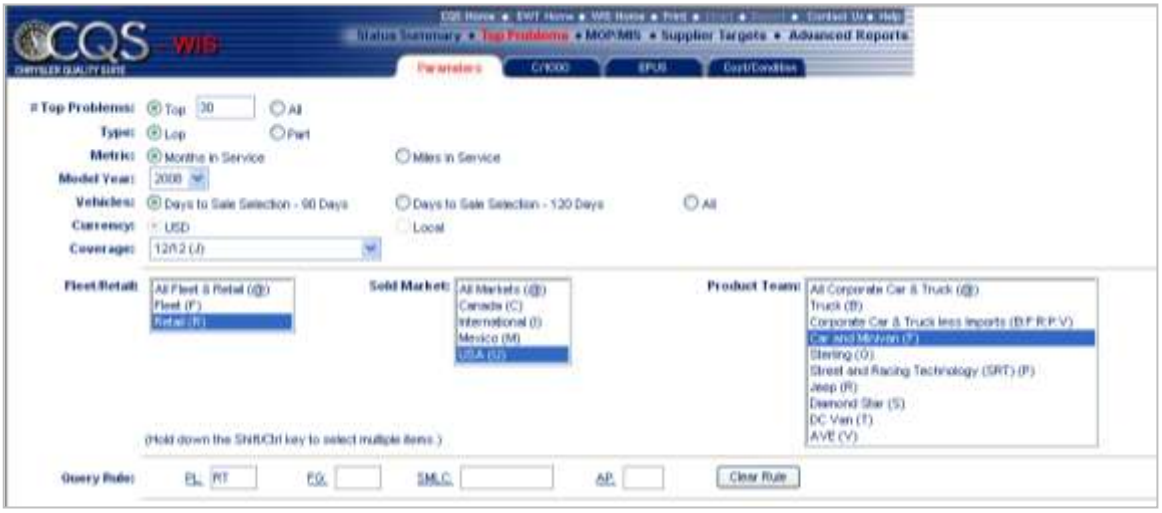
CQS - WIS
Top Problems • MOP/MIS • Supplier Targets • Advanced Reports
Parameters
C/1000
EPUS
Cost/Condition
Report By . . . Prev: Operation Code
Next: Component Type
WIS - Chrysler Group
Months in Service - C/1000
Report MIS : 6
Summary Report
Module; heated seat control (88234)
Go Report By Next
Data Through March 2008
April 23, 2008
10:44:39 AM ET
2008 CLM
2007 CLM
2006 CLM
Failure Code Description
Sales
Current C/1000
Comp C/1000
YTD C/1000
Current to 2007 Comp
C/1000
%B(W)
Comp C/1000
YTD C/1000
Current to 2006 Comp
C/1000
%B(W)
SHORT OR OPEN (14) 7,297 1.28 .14 .54 (1.13) (785.23) .00 .26 (1.28) (1,512.98)
UNCODABLE (NARRATIVE REQUIRED) (UC) 7,297 .00 .00 .07 .00 - .00 .00 .00 -
GROUNDED OR SHORTED (48) 7,297 .00 .00 .06 .00 - .00 .00 .00 -
CIRCUIT OPEN (18) 7,297 .00 1.06 .79 1.06 100.00 .11 .26 .11 100.00
TOTALS 7,297 1.28 1.20 1.42 (.08) (6.33) .19 .52 (1.09) (584.11)

To switch to another metric (C/1000 to EPUS), simply click on the desired metric tab.


CQS - WIS
Top Problems • MOP/MIS • Supplier Targets • Advanced Reports
Parameters
C/1000
EPUS
Cost/Condition
Report By . . . Prev:
Next: Component Type
WIS - Chrysler Group
Months in Service - EPUS(USD)
Report MIS : 6
Summary Report
Module; heated seat control (88234)
Data Through March 2008
April 23, 2008
10:59:27 AM ET
2008 CLM
2007 CLM
2006 CLM
Failure Code Description
Sales
Current EPUS(USD)
Comp EPUS(USD)
YTD EPUS(USD)
Current to 2007 Comp
EPUS(USD)
%B(W)
Comp EPUS(USD)
YTD EPUS(USD)
Current to 2006 Comp
EPUS(USD)
%B(W)
SHORT OR OPEN (14) 7,297 .07 .01 .04 (.06) (608.65) .01 .01 (.06) (975.88)
UNCODABLE (NARRATIVE REQUIRED) (UC) 7,297 .00 .00 .00 .00 - .00 .00 .00 -
GROUNDED OR SHORTED (48) 7,297 .00 .00 .00 .00 - .00 .00 .00 -
CIRCUIT OPEN (18) 7,297 .00 .06 .05 .06 100.00 .01 .02 .01 100.00
TOTALS 7,297 .07 .07 .09 .01 11.40 .01 .04 (.05) (495.57)

Top Problems by Part Number

Top Problems provides a listing of the top LOP's or Part Numbers in metric descending order based on the parameters selected. After selecting the Top Problems feature, the Parameters tab will be displayed. RT will be used for the following example.



Note: If a prior query was run, the Parameters default to those selected for the prior query.

Similar to a Status Summary report, a Top Problems report also provides a three Model Year comparison. The previous Model Years' Comparable metrics are calculated based on Current Year sales.

With the top ten C/1000 Part Numbers for RT displayed, clicking on the EPUS tab will display the corresponding EPUS values for the top C/1000 Part Numbers.

CQS - WIS

Status Summary • Top Problems • MOP/MIS • Supplier Targets • Advanced Reports

Parameters | C/1000 | EPUS | Cost/Condition

WIS - Chrysler Group
Months in Service - EPUS(USD)
Report MIS : 6

Top Problems by Part
Minivan (RT)

Data Through March 2008
April 23, 2008
12:39:40 PM EDT

Part Number Description	2008 CLM Sales	2008 CLM Current EPUS(USD)	2007 CLM Comp EPUS(USD)	2007 CLM YTD EPUS(USD)	2007 CLM Current to 2007 Comp EPUS(USD)	2007 CLM Current to 2007 Comp %Bkt(Yr)	2006 CLM Comp EPUS(USD)	2006 CLM YTD EPUS(USD)	2006 CLM Current to 2006 Comp EPUS(USD)	2006 CLM Current to 2006 Comp %Bkt(Yr)
Integrated Key Fob (05026098AD)	61,865	1.19	.00	.00	(1.19)	-	.00	.00	(1.19)	-
Integrated Key Fob (05026197AD)	61,865	1.25	.00	.00	(1.25)	-	.00	.00	(1.25)	-
Sensor Assy Ambient Temp (05149025AA)	61,865	.25	.00	.00	(.25)	-	.00	.00	(.25)	-
Catalytic Conv Assy W/Flex Jo (04880742AH)	61,865	1.86	.00	.00	(1.86)	-	.00	.00	(1.86)	-
Battery/Battery Storage (BB034600AA)	61,865	.85	.47	1.04	(.38)	(81.63)	.00	.27	(.85)	(55,658.48)
Isolator Exhaust (04576340AA)	61,865	.24	.00	.00	(.24)	-	.00	.00	(.24)	-
Integ Power Module None (56049720AS)	61,865	3.36	.00	.00	(3.36)	-	.00	.00	(3.36)	-
Radiator/Cap (04677493AA)	61,865	.21	.00	.03	(.20)	(4,321.18)	.00	.01	(.20)	(4,780.24)
Integrated Key Fob (05026098AD)	61,865	.66	.00	.00	(.66)	-	.00	.00	(.66)	-
Line Power Steering Return (04766312AB)	61,865	.63	.00	.00	(.63)	-	.00	.00	(.63)	-
SUB-TOTALS	61,865	10.50	.47	1.07	(10.02)	(2,119.66)	.01	.28	(10.49)	(181,328.34)

To display the top EPUS Part Numbers for RT, simple click on the "Current EPUS" header and the system will redisplay the Part Numbers in descending EPUS order.

CQS - WIS

Status Summary • Top Problems • MOP/MIS • Supplier Targets • Advanced Reports

Parameters | C/1000 | EPUS | Cost/Condition

WIS - Chrysler Group
Months in Service - EPUS(USD)
Report MIS : 6

Top Problems by Part
Minivan (RT)

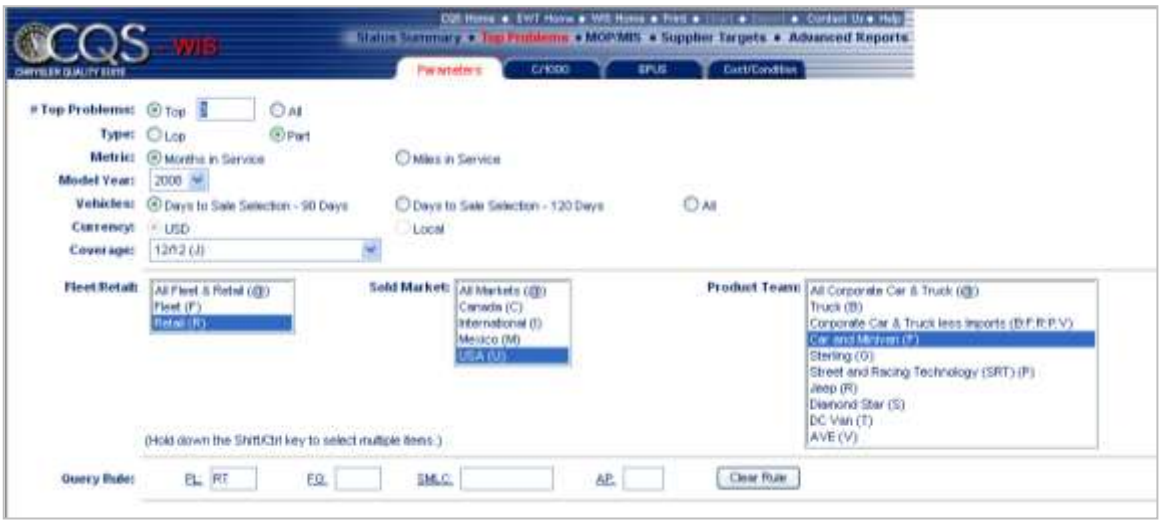
Data Through March 2008
April 23, 2008
12:39:40 PM EDT

Part Number Description	2008 CLM Sales	2008 CLM Current EPUS(USD)	2007 CLM Comp EPUS(USD)	2007 CLM YTD EPUS(USD)	2007 CLM Current to 2007 Comp EPUS(USD)	2007 CLM Current to 2007 Comp %Bkt(Yr)	2006 CLM Comp EPUS(USD)	2006 CLM YTD EPUS(USD)	2006 CLM Current to 2006 Comp EPUS(USD)	2006 CLM Current to 2006 Comp %Bkt(Yr)
Trans Pkg/AV Torque Converter (68039386AA)	61,865	7.99	.00	.00	(7.99)	-	.00	.00	(7.99)	-
Integ Power Module None (56049720AS)	61,865	3.36	.00	.00	(3.36)	-	.00	.00	(3.36)	-
Frame/Seat Cushion 60% (68029749AA)	61,865	3.07	.00	.00	(3.07)	-	.00	.00	(3.07)	-
Catalytic Conv Assy W/Flex Jo (04880742AH)	61,865	1.86	.00	.00	(1.86)	-	.00	.00	(1.86)	-
Drive Unit Assy Power Sliding (04894092AF)	61,865	1.81	.00	.00	(1.81)	-	.00	.00	(1.81)	-
Receiver Satellite Video (05064261AG)	61,865	1.59	.00	.00	(1.59)	-	.00	.00	(1.59)	-
Radio Assy Am/Fm/Dvd/Hdd/Nav/S (05064400AI)	61,865	1.41	.00	.00	(1.41)	-	.00	.00	(1.41)	-
Integ Power Module None (56049720AT)	61,865	1.33	.00	.00	(1.33)	-	.00	.00	(1.33)	-
Integrated Key Fob (05026197AD)	61,865	1.25	.00	.00	(1.25)	-	.00	.00	(1.25)	-
Frame/Seat Cushion 40% (68029748AA)	61,865	1.20	.00	.00	(1.20)	-	.00	.00	(1.20)	-
SUB-TOTALS	61,865	24.88	.00	.00	(24.88)	-	.00	.00	(24.88)	-

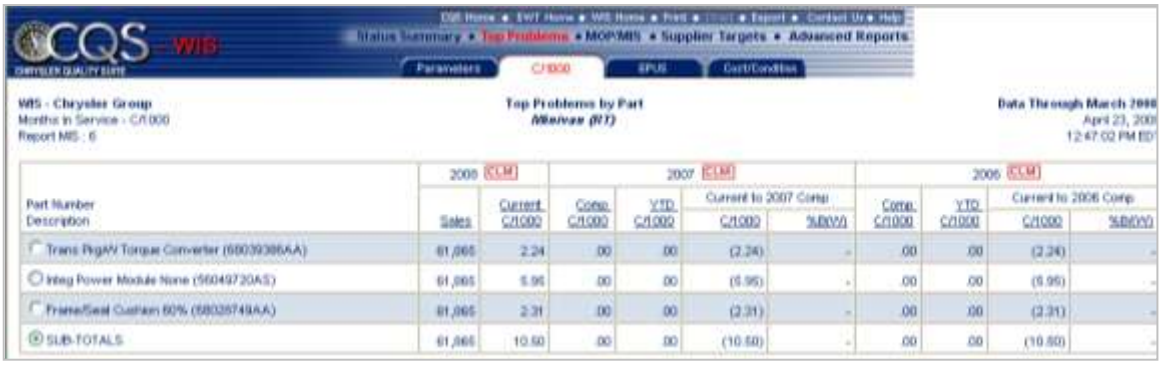
Top Problems by LOP

The parameters below are the same as the prior example for Top Problems by Part Number, except the type of report selected is LOP.

In this example only the Top Problem selection has been set to 3.


CQS - WIS
Status Summary • Top Problems • MOP/MIS • Supplier Targets • Advanced Reports
Parameters
C/1000
EPUS
Cust/Condition
Top Problems: Top 3 All
Type: Lop Part
Metric: Months in Service Miles in Service
Model Year: 2008
Vehicles: Days to Sale Selection - 90 Days Days to Sale Selection - 120 Days All
Currency: USD Local
Coverage: 12/12 (J)
Fleet Retail: All Fleet & Retail (@) Fleet (F) Retail (R)
Sold Market: All Markets (@) Canada (C) International (I) Mexico (M) USA (U)
Product Team: All Corporate Car & Truck (@) Truck (B) Corporate Car & Truck less Imports (B,F,R,P,V) Car and Minivan (P) Sterling (G) Street and Racing Technology (SRT) (P) Jeep (R) Diamond Star (S) DC Van (T) AVE (V)
(Hold down the Shift/Ctrl key to select multiple items.)
Query Rule: PL RT FG SMLC AP Clear Rule

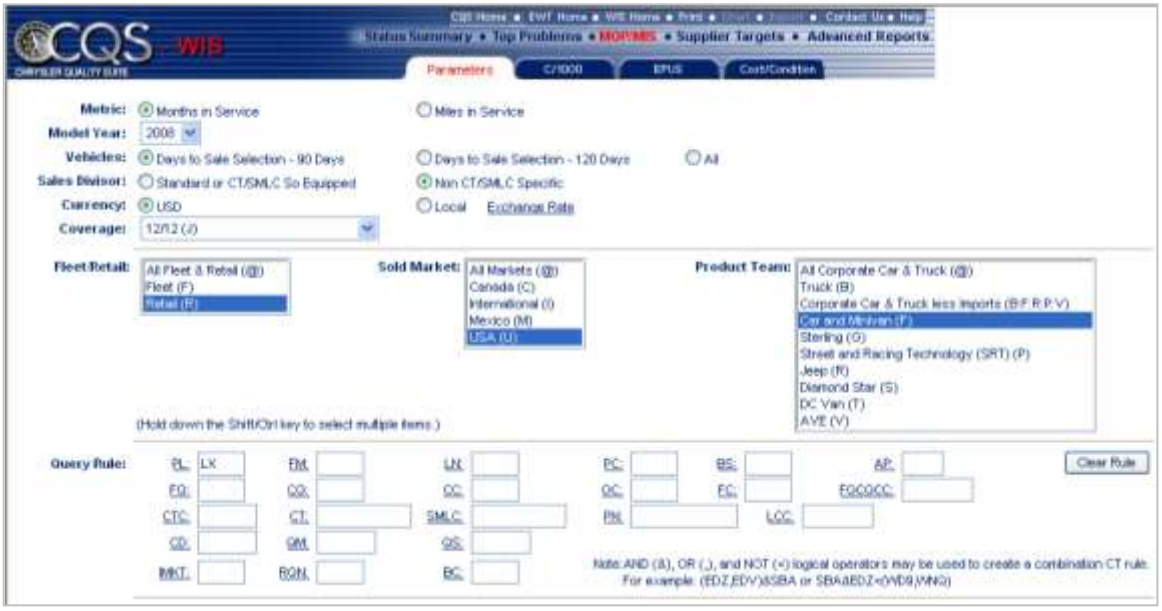
Which gives the resulting report:


CQS - WIS
Status Summary • Top Problems • MOP/MIS • Supplier Targets • Advanced Reports
Parameters
C/1000
EPUS
Cust/Condition
WIS - Chrysler Group
Months in Service - C/1000
Report MIS : 6
Top Problems by Part
Minivan (RT)
Data Through March 2008
2008 CLM
2007 CLM
2006 CLM
Part Number
Description
Sales
Current C/1000
Comp. C/1000
YTD C/1000
Current to 2007 Comp C/1000
Current to 2007 Comp %Bf(W)
Comp. C/1000
YTD C/1000
Current to 2006 Comp C/1000
Current to 2006 Comp %Bf(W)
Trans RgAV Torque Converter (68039386AA) 61,065 2.24 .00 .00 (2.24) - .00 .00 (2.24) -
Intng Power Module None (56049720AS) 61,065 5.95 .00 .00 (5.95) - .00 .00 (5.95) -
Frame/Seat Cushion 60% (68039749AA) 61,065 2.31 .00 .00 (2.31) - .00 .00 (2.31) -
SUB-TOTALS 61,065 10.50 .00 .00 (10.50) - .00 .00 (10.50) -

MOP/MIS

The MOP/MIS feature is where the matrices are located. Matrices contain all of the Months of Production (MOP) and Months in Service/Miles in Service (MIS) metric data for the current and prior Model Years. They may be viewed, printed, charted or exported for use in a PC application, i.e., MS Excel or MS Access.

After selecting the MOP/MIS feature, the Parameters tab is displayed. It is similar to the Status Summary except the "Report By:" is not available.



Cumulative C/1000 Matrix:

The following is the 2008 Cumulative C/1000 matrix for LX.

The x-axis represents the MOP's. A normal system Model Year launch timing, has production beginning in the month of August (Note: If the Model Year actually launches in July, vehicles built in July and August are lumped into the AUG MOP).

The y-axis represents the MIS. MIS is measured from the time the vehicle is sold to either the retail/fleet customer. 0 MIS is the pre-delivery warranty activity on the sold vehicles.

Conditions Matrix:

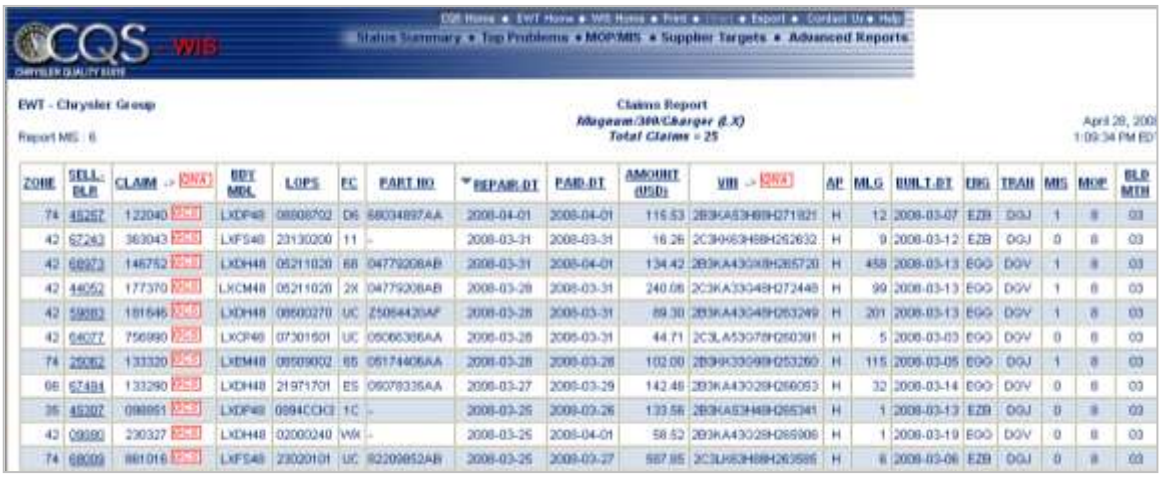
The Conditions Matrix can be selected from the drop-down window on the C/1000 tab.

This matrix contains the number of conditions (repairs) for the criteria specified in the Query Rule. Conditions are the numerator in the C/1000 calculation.

To interpret the Conditions Matrix above, focus first on the Aug column. The first number in the Aug column indicates vehicles in the system experienced 22 repairs before they were sold. In the next row, 19 repairs occurred between 0 and 1 MIS. This same approach can be applied to the remaining Months of Production.

CLM Link:

To view the claim detail you may select the CLM button on any report. Selecting the CLM button by a MOP, as shown below, will link you to a EWT claim report of those repairs. The following claim report was retrieved by selecting the CLM button for the Mar MOP. Note that there are 25 claims listed below but only 15 conditions in the matrix. One reason for the difference may be "continuation claims". These are repairs which are submitted on more than one claim but for only one repair. WIS "knows" it was only one repair and therefore counts it only once, but the claim report will show them all for analysis purposes.



CQS - WIS

DB Home • EWT Home • WIS Home • Print • Export • Contact Us • Help

Status Summary • Top Problems • MOP/MIS • Supplier Targets • Advanced Reports

EWT - Chrysler Group

Report MIS : 6

Claims Report

Magnum/300/Charger (LX)

Total Claims = 25

April 28, 200
1:09:34 PM ED

ZONE	SELL DLR	CLAIM -> QNA	BDY MDL	LOPS	FC	PART NO	REPAIR DT	PAID DT	AMOUNT (USD)	VIN -> QNA	AP	MLG	BUILT DT	ENG	TRAN	MIS	MOP	BLD MTH
74	45257	122040	LXDP48	08808702	D6	68034897AA	2008-04-01	2008-04-01	116.53	2B3KA53H88H271921	H	12	2008-03-07	EZB	DGJ	1	8	03
42	67263	363043	LXFS48	23130200	11	-	2008-03-31	2008-03-31	16.26	2C3HK63H88H262632	H	9	2008-03-12	EZB	DGJ	0	8	03
42	68973	146752	LXDH48	05211020	68	04779208AB	2008-03-31	2008-04-01	134.42	2B3KA43G88H265720	H	458	2008-03-13	EGG	DGV	1	8	03
42	44052	177370	LXCM48	05211020	2X	04779208AB	2008-03-28	2008-03-31	240.06	2C3KA33G48H272448	H	99	2008-03-13	EGG	DGV	1	8	03
42	59883	181646	LXDH48	08600270	UC	Z5064420AF	2008-03-28	2008-03-31	89.30	2B3KA43G48H263249	H	201	2008-03-13	EGG	DGV	1	8	03
42	64077	756990	LXCP48	07301501	UC	05066386AA	2008-03-26	2008-03-31	44.71	2C3LA53G78H260391	H	5	2008-03-03	EGG	DGV	0	8	03
74	29362	133320	LXDM48	08509002	65	05174406AA	2008-03-28	2008-03-28	102.00	2B3HK33G98H253260	H	115	2008-03-05	EGG	DGJ	1	8	03
08	67484	133290	LXDH48	21971701	ES	05078336AA	2008-03-27	2008-03-29	142.46	2B3KA43G28H266093	H	32	2008-03-14	EGG	DGV	0	8	03
36	45307	098051	LXDP48	0994CCK3	1C	-	2008-03-26	2008-03-26	133.56	2B3KA53H48H265341	H	1	2008-03-13	EZB	DGJ	0	8	03
42	09090	230327	LXDH48	02000240	WK	-	2008-03-26	2008-04-01	58.52	2B3KA43G28H265906	H	1	2008-03-19	EGG	DGV	0	8	03
74	68009	861016	LXFS48	23020101	UC	82209852AB	2008-03-25	2008-03-27	567.85	2C3LK63H88H263586	H	6	2008-03-06	EZB	DGJ	0	8	03

QNA Link:

The QNA button will take you to a listing of narratives for these warranty claims. The following link will take you to the QNA system. For further information concerning QNA, please see the Help Document link located in the upper right hand corner of the QNA homepage.

http://aqip01.intra.daimlerchrysler.com/Qna/Qnahome.do

The GCS button will take you to the Global Claims System for complete details concerning the vehicle and repairs. For further information concerning GCS, please see the Glossary link located on the GCS toolbar.

Lag Factored Sales:

The Lag Factored Sales Matrix contains the number of vehicle sales reported before the last WIS update. Lag Factored Sales are the denominators used for the C/1000 and EPUS metric calculation.

Focusing on the Aug column in the example below, there were a total of 434.03 sales as indicated in the 0 MIS. Of these 434.03 sales, only 433.28 have reached 1 MIS, 431.51

2 MIS, and 426.64 3 MIS.
Because WIS only calculates metrics based on paid warranty claims, Lag Factors are applied to the vehicle sales to statistically compensate for unpaid warranty conditions. Typical reasons for unpaid conditions include:

1. Dealers have 90 days to submit claims after the actual repair date.
2. WIS is only loaded once a month, many claims miss the payment cutoff date and are reported in the following 30-day period.
3. As many as 30% of all claims are rejected on the first submission.

Each month WIS calculates the factors used to lag the sales data. Claim payment experience is analyzed over an 18-month period. The claims are segregated according to the month incurred and month paid and percentages are calculated based on this information.

Calculating C/1000, EPUS, & Cost/Condition

WIS calculates the metrics using "Matrix Math", the following examples will focus on the Minivan's Aug MOP to demonstrate how C/1000, EPUS, and Cost/Condition matrices are derived.

Cumulative C/1000:

MOP MIS	CLM - Aug	CLM - Sep	CLM - Oct	CLM - Nov	CLM - Dec	CLM - Jan	CLM - Feb	CLM - Mar	CLM - Totals
0	736	627	653	509	308	256	280	52	3,371
1	1,221	959	1,139	1,012	659	306	281	-	5,657
2	962	795	1,080	988	435	153	-	-	4,393
3	654	795	1,166	669	266	-	-	-	3,611
4	682	786	604	299	-	-	-	-	2,771
5	758	489	326	-	-	-	-	-	1,585
6	477	179	-	-	-	-	-	-	656
Totals	5,690	4,582	5,192	3,496	1,690	795	561	52	22,246

MOP MIS	CLM - Aug	CLM - Sep	CLM - Oct	CLM - Nov	CLM - Dec	CLM - Jan	CLM - Feb	CLM - Mar	CLM - Totals
0	7,598.90	8,240.77	11,179.82	10,086.93	7,059.25	5,582.20	7,082.52	1,991.19	59,839.58
1	7,588.01	8,225.14	11,098.70	9,991.76	6,547.67	4,029.40	3,481.69	-	50,832.70
2	7,565.82	8,161.20	10,851.22	9,047.52	4,912.35	1,869.06	-	-	42,207.19
3	7,503.59	7,934.69	9,690.31	6,454.92	2,453.38	-	-	-	34,036.90
4	7,292.13	6,977.51	6,260.62	2,376.47	-	-	-	-	22,906.74
5	6,354.44	4,433.06	2,484.86	-	-	-	-	-	13,272.36
6	3,795.74	1,422.73	-	-	-	-	-	-	5,218.47

MOP MIS	CLM - Aug	CLM - Sep	CLM - Oct	CLM - Nov	CLM - Dec	CLM - Jan	CLM - Feb	CLM - Mar	CLM - Totals
0	96.86	69.95	58.41	50.46	43.63	45.86	39.48	26.11	67.28
1	267.77	186.54	161.04	152.87	144.27	141.66	120.65	-	169.52
2	363.80	282.73	260.57	262.07	232.83	230.32	-	-	272.66
3	497.41	382.92	383.16	368.66	350.22	-	-	-	384.65
4	616.36	495.86	511.58	494.48	-	-	-	-	505.74
5	737.65	608.42	643.58	-	-	-	-	-	625.16
6	863.32	734.24	-	-	-	-	-	-	760.87

C/1000 = (Raw Conditions divided by Lag Factored Sales) times 1000

- MIS 0: (736/7,598.90)*1000 = 96.8561
- MIS 1: (1,221/7,588.01)*1000 = 160.9117

Because the matrix is cumulative, the 96.8561 must be added to the 160.9117 for a rounded Cumulative C/1000 at 01 MIS of 257.7678 for the Aug MOP. This method is applied to each column of the Cumulative C/1000 matrix.

Cumulative EPUS:

WIS - Chrysler Group
Months in Service - EPUS(USD)
Report MIS : 6

MOP MIS
Minivan (RT)

Data Through March 2009
April 28, 2009
1:35:52 PM EDT

2009 Expense Matrix (USD)

MOP MIS	CLM - Aug	CLM - Sep	CLM - Oct	CLM - Nov	CLM - Dec	CLM - Jan	CLM - Feb	CLM - Mar	CLM - Totals(USD)
0	128,070.26	98,597.91	123,937.48	93,291.34	54,407.00	40,401.36	38,535.79	5,731.03	580,972.17
1	205,341.27	182,294.67	201,206.09	168,964.44	100,449.87	54,891.05	42,685.90	-	955,934.19
2	153,995.11	147,564.78	160,973.68	146,273.67	53,928.39	19,726.86	-	-	684,524.69
3	131,455.49	135,659.43	161,680.64	84,103.22	30,032.80	-	-	-	563,130.78
4	134,091.74	120,091.66	126,592.71	27,853.29	-	-	-	-	407,819.42
5	95,768.60	65,679.90	46,055.97	-	-	-	-	-	212,504.47
6	69,554.42	21,594.87	-	-	-	-	-	-	91,149.29
Totals	921,226.89	781,583.44	841,647.37	522,586.16	238,817.26	115,021.27	79,221.69	5,731.03	3,505,835.01

Standard Report Parameters
Metric: Months in Service
Model Year: 2008-2008

PL: RT	FM:	LN:	PC:	BS:	AP:
FG:	CG:	CC:	OC:	FC:	FGCGCC:

WIS - Chrysler Group
Months in Service - C/T/00
Report MIS : 6

MOP MIS
Minivan (RT)

Data Through March 2009
April 28, 2009
1:19:25 PM EDT

2009 Lag Factored Sales Matrix

MOP MIS	CLM - Aug	CLM - Sep	CLM - Oct	CLM - Nov	CLM - Dec	CLM - Jan	CLM - Feb	CLM - Mar	CLM - Totals
0	7,598.90	8,240.77	11,178.82	10,086.93	7,059.25	5,582.20	7,082.52	1,991.19	59,839.58
1	7,588.01	8,225.14	11,090.70	9,991.76	6,947.67	4,029.40	3,461.89	-	50,832.70
2	7,565.82	8,161.20	10,951.22	9,847.52	4,912.35	1,669.06	-	-	42,207.18
3	7,503.59	7,934.69	9,690.31	6,454.92	2,453.38	-	-	-	34,036.90
4	7,292.13	6,977.51	6,260.62	2,376.47	-	-	-	-	22,906.74
5	6,354.44	4,433.06	2,484.86	-	-	-	-	-	13,272.36
6	3,795.74	1,422.73	-	-	-	-	-	-	5,218.47

Standard Report Parameters
Metric: Months in Service
Model Year: 2008-2008

PL: RT	FM:	LN:	PC:	BS:	AP:
FG:	CG:	CC:	OC:	FC:	FGCGCC:

WIS - Chrysler Group
Months in Service - EPUS(USD)
Report MIS : 6

MOP MIS
Minivan (RT)

Data Through March 2009
April 28, 2009
1:33:21 PM EDT

2009 Cumulative EPUS Matrix (USD)

MOP MIS	CLM - Aug	CLM - Sep	CLM - Oct	CLM - Nov	CLM - Dec	CLM - Jan	CLM - Feb	CLM - Mar	CLM - Totals(USD)
0	16.85	11.96	11.09	9.26	7.71	7.24	5.15	2.88	9.87
1	43.92	35.34	29.22	26.35	23.05	20.66	17.45	-	28.85
2	64.26	53.43	44.05	42.75	34.03	32.68	-	-	46.03
3	81.78	70.52	62.82	55.78	46.27	-	-	-	61.64
4	100.17	87.73	82.80	67.50	-	-	-	-	79.43
5	115.71	102.55	102.22	-	-	-	-	-	95.44
6	134.04	117.73	-	-	-	-	-	-	112.91

Standard Report Parameters
Metric: Months in Service
Model Year: 2008-2008

PL: RT	FM:	LN:	PC:	BS:	AP:
FG:	CG:	CC:	OC:	FC:	FGCGCC:

EPUS = (Raw Expense divided by Lag Factored Sales)

- MIS 0: (128,070.26/7,598.90) = 16.8538
- MIS 1: (205,341.27/7588.01) = 27.0613

Because the matrix is cumulative, the 16.8538 must be added to the 27.0613 for a rounded Cumulative EPUS at 1 MIS of 43.92 rounded for the Aug MOP. This method is applied to each column of the Cumulative EPUS matrix.

Cost per Condition

WIS - Chrysler Group
Months in Service - EPUS(USD)
Report MIS : 6

MOP MIS
Milwaw (RT)

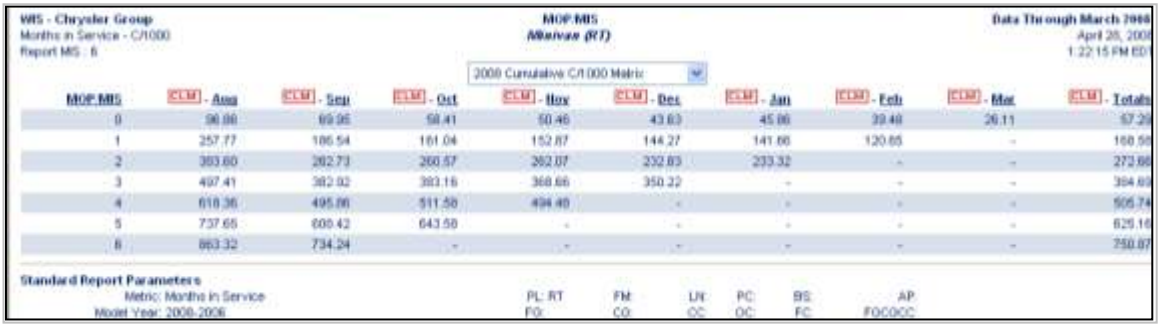
Data Through March 2008
April 28, 2008
1:33:21 PM EDT

2008 Cumulative EPUS Matrix (USD)

MOP MIS	CLM - Aug	CLM - Sep	CLM - Oct	CLM - Nov	CLM - Dec	CLM - Jan	CLM - Feb	CLM - Mar	CLM - Totals(USD)
0	16.85	11.96	11.09	9.25	7.71	7.24	5.15	2.89	9.87
1	43.92	35.34	29.22	26.35	23.05	20.86	17.48	-	28.83
2	64.26	53.43	44.06	42.75	34.03	32.60	-	-	45.03
3	81.79	70.52	62.82	55.79	46.27	-	-	-	61.64
4	100.17	87.73	82.86	67.50	-	-	-	-	79.43
5	115.71	102.55	102.22	-	-	-	-	-	96.44
6	134.04	117.73	-	-	-	-	-	-	112.91

Standard Report Parameters
Metric: Months in Service
Model Year: 2008-2006

PL: RT	FM	LN	PC	BS	AP
FO:	CO:	CC:	OC:	FC:	FOCOCC



WIS - Chrysler Group
Months in Service - C/1000
Report MIS : 6

MOP MIS
Milwaw (RT)

Data Through March 2008
April 28, 2008
1:22:15 PM EDT

2008 Cumulative C/1000 Matrix

MOP MIS	CLM - Aug	CLM - Sep	CLM - Oct	CLM - Nov	CLM - Dec	CLM - Jan	CLM - Feb	CLM - Mar	CLM - Totals
0	96.86	69.96	58.41	50.46	43.63	45.86	39.48	26.11	57.29
1	257.77	186.54	161.04	152.87	144.27	141.66	120.65	-	168.59
2	383.60	282.73	260.57	262.07	232.83	233.32	-	-	272.66
3	497.41	382.02	393.16	368.66	350.22	-	-	-	394.69
4	618.36	495.86	511.58	494.40	-	-	-	-	505.74
5	737.65	609.42	643.58	-	-	-	-	-	625.16
6	863.32	734.24	-	-	-	-	-	-	750.87

Standard Report Parameters
Metric: Months in Service
Model Year: 2008-2006

PL: RT	FM	LN	PC	BS	AP
FO:	CO:	CC:	OC:	FC:	FOCOCC

WIS - Chrysler Group
Months in Service - Cost/Cond(USD)
Report MIS : 6

MOP MIS
Milwaw (RT)

Data Through March 2008
April 28, 2008
1:42:19 PM EDT

2008 Cumulative Cost/Condition Matrix

MOP MIS	CLM - Aug	CLM - Sep	CLM - Oct	CLM - Nov	CLM - Dec	CLM - Jan	CLM - Feb	CLM - Mar	CLM - Totals(USD)
0	174.01	170.68	169.80	183.28	176.65	157.82	130.48	110.21	172.34
1	170.37	169.47	161.42	172.36	159.75	147.26	144.80	-	171.26
2	167.53	166.86	169.06	163.11	146.14	140.06	-	-	165.31
3	164.42	164.17	163.95	151.29	132.11	-	-	-	160.23
4	161.99	176.93	162.01	136.50	-	-	-	-	157.06
5	156.87	160.55	158.83	-	-	-	-	-	152.67
6	155.26	160.34	-	-	-	-	-	-	150.37

Standard Report Parameters
Metric: Months in Service
Model Year: 2008-2006

PL: RT	FM	LN	PC	BS	AP
FO:	CO:	CC:	OC:	FC:	FOCOCC

CST/C = (EPUS divided C/1000)*1000

- MIS 0: (16.8538/96.8561) * 1000 = 174.0086
- MIS 1: (43.9151/257.7678) * 1000 = 170.3668

Calculating Prior Comparable Cumulative C/1000

The 2 matrices used are the Current Lag Factored Sales Matrix and the Prior Cumulative C/1000 (or EPUS) Matrix. The following example uses C/1000 at 3MIS.

CURRENT LAG FACTORED SALES MATRIX

Month of Production

MIS	1	2	3	4	5	Total
0	3,857.51	2,441.06	1,164.99	387.27	17.61	7,868.43
1	3,726.71	1,984.61	632.55	118.07	-	6,461.94
2	3,215.00	963.17	107.73	-	-	4,285.90
3	1,911.80	178.32	-	-	-	2,090.13

PRIOR CUMULATIVE C/1000 MATRIX

Month of Production

MIS	1	2	3	4	5	Total
0	28.47	19.98	17.16	23.78	20.71	N/A
1	80.75	73.26	62.66	78.55	81.4	N/A
2	107.67	116	94.99	121.8	130.05	N/A
3	150.12	152.64	128.13	167.21	166.19	N/A

The Prior Year Cumulative C/1000 Matrix must be "de-cumed". This will leave us with the Incremental C/1000 for each cell in the matrix.

PRIOR *INCREMENTAL* C/1000 MATRIX

Month of Production

MIS	1	2	3	4	5	Total
0	28.47	19.98	17.16	23.78	20.71	N/A
1	52.28	53.28	45.5	54.77	60.69	N/A
2	26.92	42.74	32.33	43.25	48.65	N/A
3	42.45	36.64	33.14	45.41	36.14	N/A

Each cell in the Prior Incremental C/1000 Matrix is multiplied by the corresponding cell value in the Current Lag Factored C/1000 Sales Matrix. This generates the Prior Comparable Raw Conditions. For example:
28.47 * 3857.51 = 109823.3
52.28 * 3726.71 = 194832.4

PRIOR *INCREMENTAL* C/1000 MATRIX multiplied by CURRENT LAG FACTORED SALES MATRIX

Month of Production

MIS	1	2	3	4	5	Total
0	109823.31	48772.3788	19991.2284	9209.2806	364.7031	188160.9
1	194832.4	105740.021	28781.025	6466.6939	0	335820.14
2	86547.8	41165.8858	3482.9109	0	0	131196.6
3	81155.91	6533.6448	0	0	0	87689.555

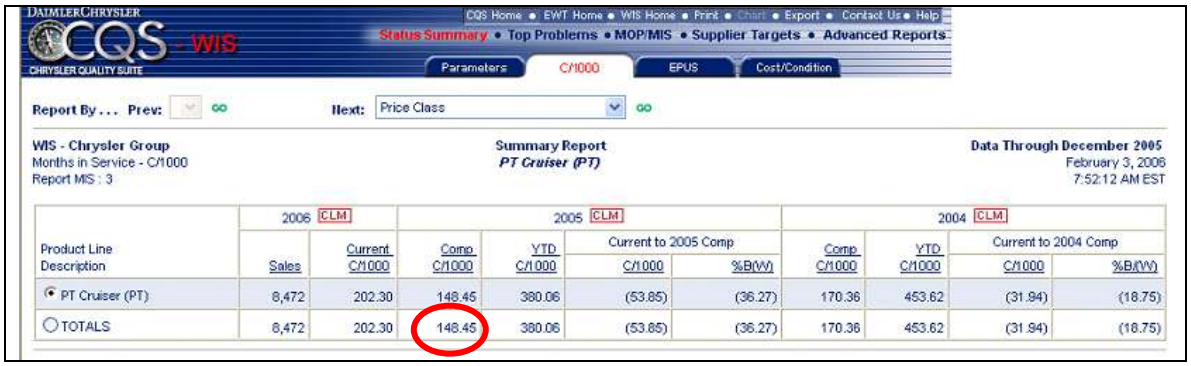
Divide the Prior Comparable Raw Conditions from the "Total" column by the corresponding cell value in the Current Lag Factored C/1000 Sales Matrix.

MIS	Prior Comparable Incremental C/1000	Calculation Used
0	23.9133983	(188160.9 / 7868.43)
1	51.96893479	(335820.1 / 6461.94)
2	30.61121274	(131196.6 / 4285.90)
3	41.9541152	(87689.55 / 2090.13)

The Prior Comparable Incremental C/1000 are then summed into the Prior Comparable Cumulative C/1000.

MIS	Prior Comparable Cumulative C/1000	Calculation Used
0	23.9134	23.913398
1	75.8823	(23.913398 + 51.968935)
2	106.4935	(75.882333 + 30.611213)
3	148.4477	(106.493546 + 41.954115)

The 148.4477 rounds to 148.45 which is reflected on the Status Summary report below.



Charting

The WIS Charting feature generates three standard graphs (Consecutive, Sales, and Overlay). The Chart feature is only available within the MOP/MIS section of the system. Once parameters are defined on the MOP/MIS Parameters tab and a matrix is displayed, the Chart feature becomes active.

WIS - Chrysler Group
Months in Service - C/1000
Report MIS : 6
MOP MIS
Allalvae (RT)
Data Through March 2008
April 30, 2008
10:07:34 AM EDT
2008 Cumulative C/1000 Metric
MOP MIS
CLM - Aug
CLM - Sep
CLM - Oct
CLM - Nov
CLM - Dec
CLM - Jan
CLM - Feb
CLM - Mar
CLM - Totals
0 96.86 69.95 58.41 50.48 43.83 45.86 39.48 26.11 57.26
1 257.77 186.54 161.04 152.57 144.27 141.86 120.65 - 169.58
2 383.80 282.73 260.57 262.07 232.83 233.32 - - 372.66
3 497.41 382.92 383.16 368.66 350.22 - - - 384.85
4 618.36 495.86 511.58 494.48 - - - - 585.74
5 737.65 608.42 643.58 - - - - - 625.16
6 863.32 734.24 - - - - - - 750.87
Standard Report Parameters
Metric: Months in Service
Model Year: 2008-2008
Vehicle: Days to Sale Selection - 90 Days
Sales Divisor: Non CT/SMLC Specific
Currency: USD
Coverage: 12/12 (J)
PL RT FM LN PC BS AP
FG CG CC OC FC FGCGCC
CTC CT SMLC PN LOC
CD QM QS
MKT RGN BC

After the matrix is displayed and the Chart feature is selected, the Chart Controls window will appear.

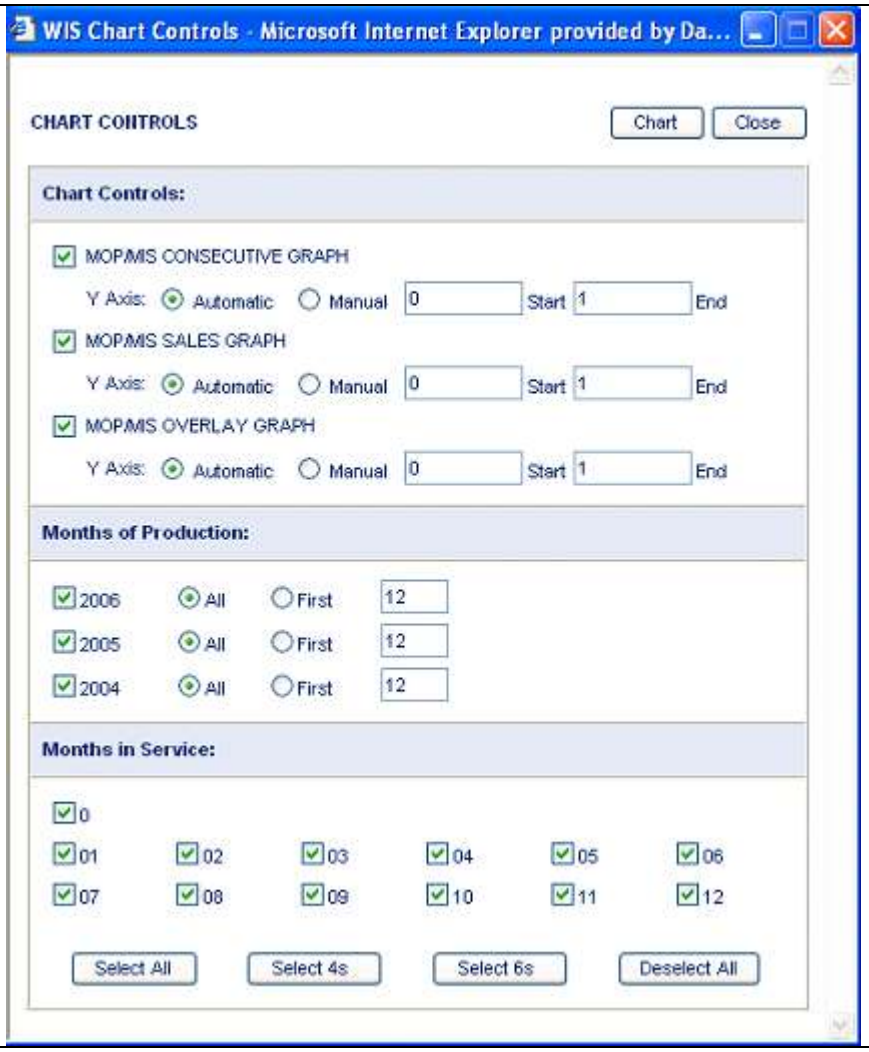


Chart Controls
Determines what types of graph/s to display along with how the "Y" axis is defined.

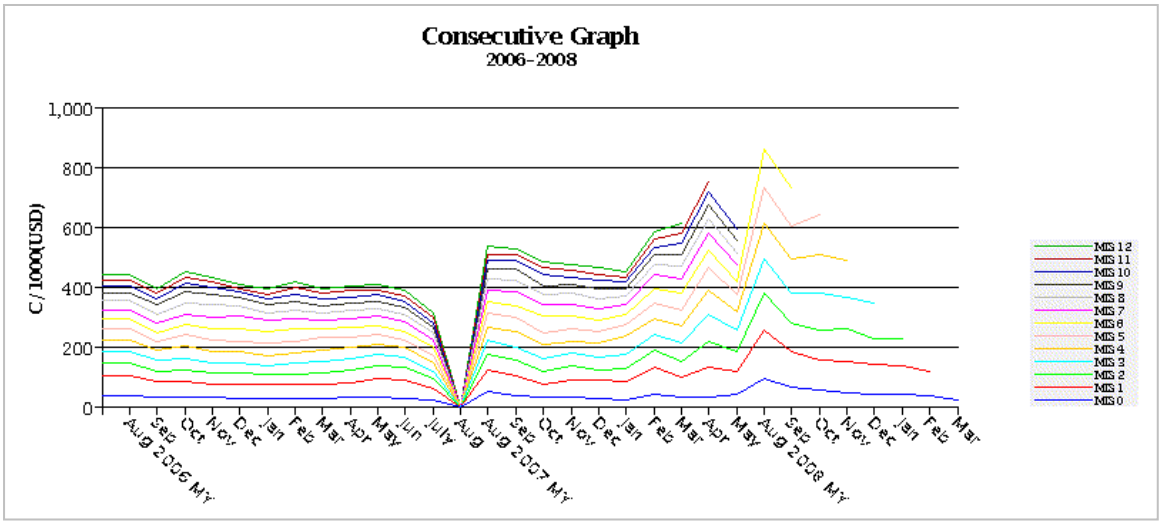
Months of Production:
Determines how many MOP's are to be displayed for each Model Year.

Months in Service:
Determines which MIS rows are plotted.

Clicking on the "Chart" button on the Chart Controls window opens a new browser session with the graphs in a print-preview mode. Graphs can be viewed on-line by scrolling or printed using the browser's print command. Also, each graph is displayed as a separate picture. The graph can be saved, printed, or copied by either using the "mouse over" option, or by right clicking on the graph.

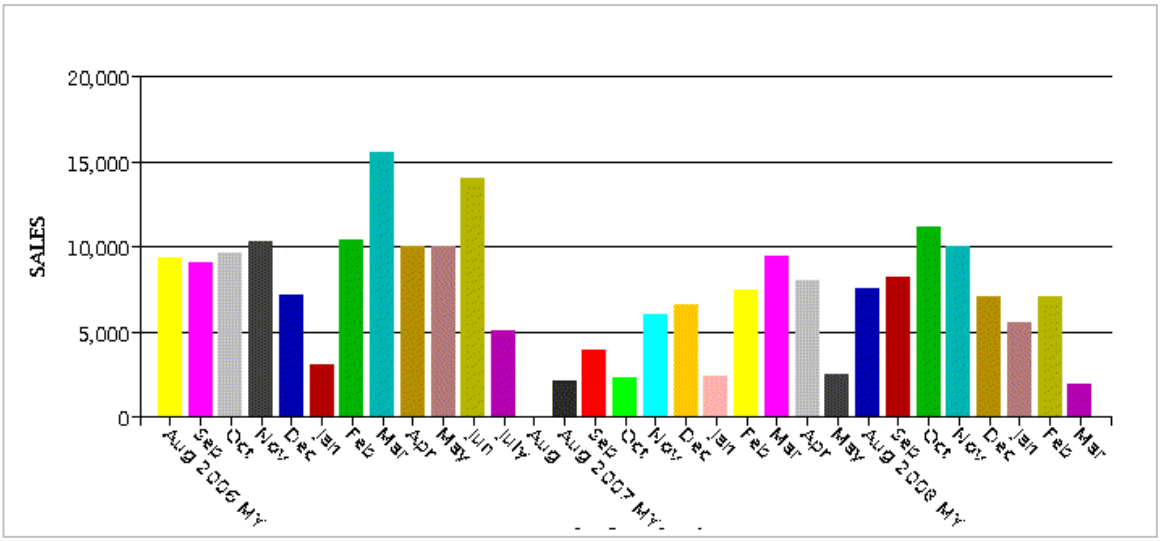
Consecutive Graph:

On the following C/1000 Consecutive graph, the "Y" axis is the C/1000 value and the "X" axis the various MOP's for each Model Year selected. Each line on the graph represents a specific MIS row from the matrix.



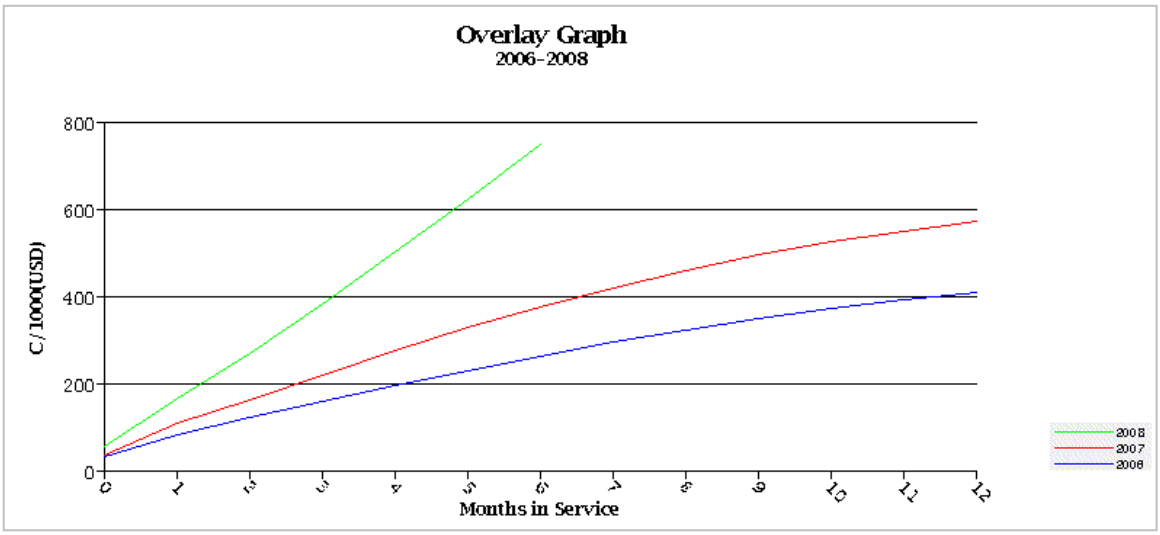
Sales Graph:

The Sales graph displays the vehicle sales for each MOP. In the event there is a metric spike for a specific MOP, the Sales graph should be reviewed to determine if the spike is the result of low volume.



Overlay Graph:

An Overlay graph depicts the "Total" column values from the respective matrix. In the example below, the "Y" axis reflects the total cumulative C/1000 values while the "X" axis indicates the various MIS for the Model Years selected.

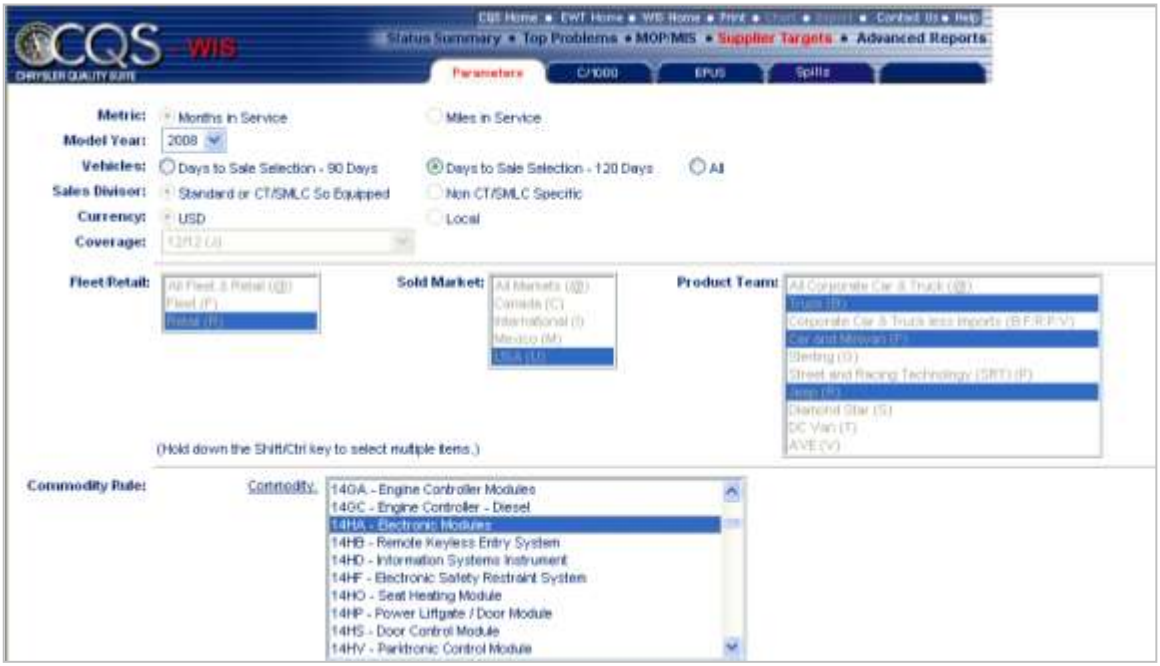


Supplier Targets

The Target Screen calculates the Fulfillment rate used in the External Balanced Scorecard. The fulfillment rate (FFR) from the supplier target screens are transferred for each supplier manufacturing location by commodity. Additional information on target setting and the Fulfillment rate calculation can be found on the Warranty Reduction Program website.

http://icon.intra.daimlerchrysler.com/wi/clients/sqwrp_e

Select the Commodity then select the C/1000 tab.



The resulting report is by Supplier Manufacturing Location Code. The first three columns should be familiar. They are the Current C/1000, the Comparable (or Comp), and the percentage better/worse to last years comparable number. The Target column is based on the Fulfillment Rate calculations found on the Warranty Reduction Program Website. The next column is the supplier identified as the Best Current Score Supplier. The last column is the Fulfillment Rate which is transferred to the External Balanced Scorecard.

CQS WIS

Status Summary • Top Problems • MOP/MS • Supplier Targets • Advanced Reports

Parameters | C/1000 | EPUS | Splits

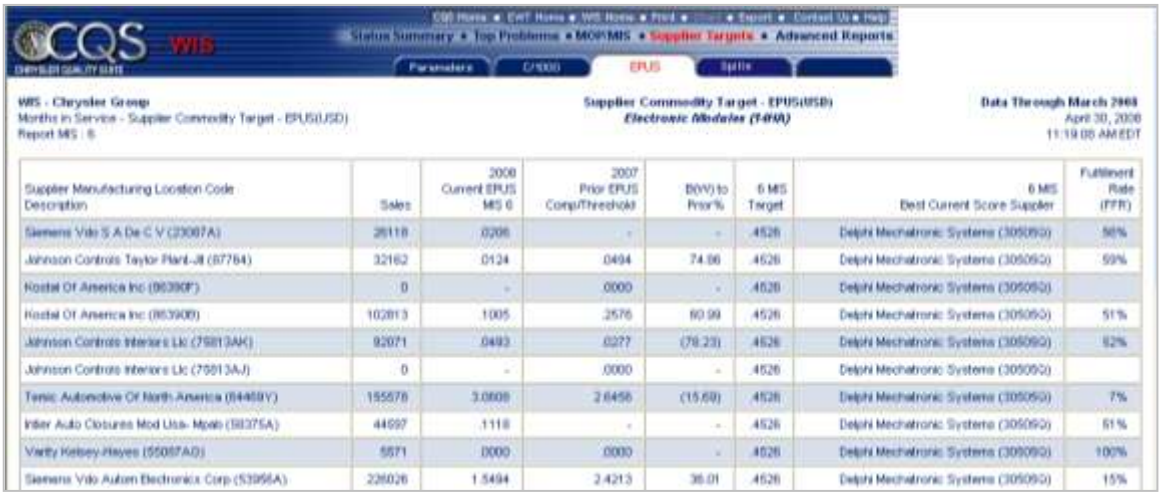
WIS - Chrysler Group
Months in Service - Supplier Commodity Target - C/1000(USD)
Report MIS : 6

Supplier Commodity Target - C/1000(USD)
Electronic Modules (14HA)

Data Through March 2008
April 30, 2008
10:34:34 AM EDT

Supplier Manufacturing Location Code Description	Sales	2008 Current C/1000 MIS 6	2007 Prior C/1000 Comp/Threshold	B(W) to Prior%	6 MIS Target	6 MIS Best Current Score Supplier	Fulfillment Rate (FFR)
Johnson Controls Taylor Plant-Jit (87764)	32162	.0328	.3655	87.99	1.4685	Johnson Controls Taylor Plant-Jit (87764)	100%
Kostal Of America Inc (86390F)	0	-	.0000	-	1.4685	Johnson Controls Taylor Plant-Jit (87764)	
Kostal Of America Inc (863909)	102813	.2852	1.4823	80.76	1.4685	Johnson Controls Taylor Plant-Jit (87764)	56%
Johnson Controls Interiors Llc (75013AK)	92071	.2858	1654	(72.68)	1.4685	Johnson Controls Taylor Plant-Jit (87764)	56%
Johnson Controls Interiors Llc (75013AJ)	0	-	.0000	-	1.4685	Johnson Controls Taylor Plant-Jit (87764)	
Temic Automotive Of North America (64469Y)	155578	6.7978	8.7746	22.53	1.4685	Johnson Controls Taylor Plant-Jit (87764)	11%
Inter Auto Closures Mod Usa- Mpals (58375A)	44697	.5842	-	-	1.4685	Johnson Controls Taylor Plant-Jit (87764)	53%
Visteon Kelsey-Hayes (55057AG)	5571	.0000	.0000	-	1.4685	Johnson Controls Taylor Plant-Jit (87764)	100%
Siemens Vdo Automotive Electronics Corp (53956A)	226026	2.9468	5.1553	42.84	1.4685	Johnson Controls Taylor Plant-Jit (87764)	25%

The EPUS tab displays the same type of information found on the C/1000 tab.



CQS WIS

Status Summary • Top Problems • MOP/MS • Supplier Targets • Advanced Reports

Parameters | C/1000 | EPUS | Splits

WIS - Chrysler Group
Months in Service - Supplier Commodity Target - EPUS(USD)
Report MIS : 6

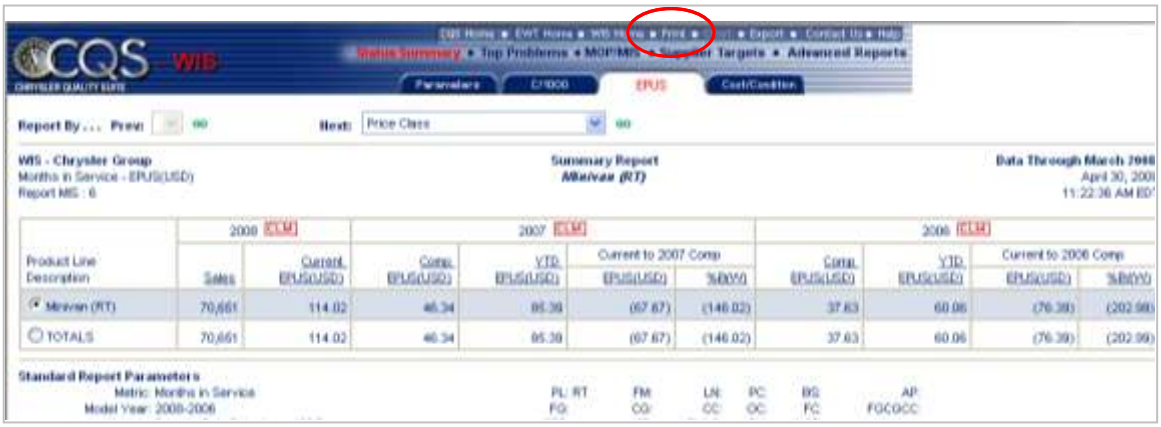
Supplier Commodity Target - EPUS(USD)
Electronic Modules (14HA)

Data Through March 2008
April 30, 2008
11:19:08 AM EDT

Supplier Manufacturing Location Code Description	Sales	2008 Current EPUS MIS 6	2007 Prior EPUS Comp/Threshold	B(W) to Prior%	6 MIS Target	6 MIS Best Current Score Supplier	Fulfillment Rate (FFR)
Siemens Vdo S A De C V (23087A)	28118	.0206	-	-	4526	Delphi Mechatronic Systems (30509G)	56%
Johnson Controls Taylor Plant-Jit (87764)	32162	.0124	.0494	74.96	4526	Delphi Mechatronic Systems (30509G)	59%
Kostal Of America Inc (86390F)	0	-	.0000	-	4526	Delphi Mechatronic Systems (30509G)	
Kostal Of America Inc (863909)	102813	.1005	.2576	60.99	4526	Delphi Mechatronic Systems (30509G)	51%
Johnson Controls Interiors Llc (75013AK)	92071	.0493	.0277	(78.23)	4526	Delphi Mechatronic Systems (30509G)	52%
Johnson Controls Interiors Llc (75013AJ)	0	-	.0000	-	4526	Delphi Mechatronic Systems (30509G)	
Temic Automotive Of North America (64469Y)	155578	3.0809	2.6456	(15.69)	4526	Delphi Mechatronic Systems (30509G)	7%
Inter Auto Closures Mod Usa- Mpals (58375A)	44697	.1118	-	-	4526	Delphi Mechatronic Systems (30509G)	51%
Visteon Kelsey-Hayes (55057AG)	5571	.0000	.0000	-	4526	Delphi Mechatronic Systems (30509G)	100%
Siemens Vdo Automotive Electronics Corp (53956A)	226026	1.5494	2.4213	36.01	4526	Delphi Mechatronic Systems (30509G)	15%

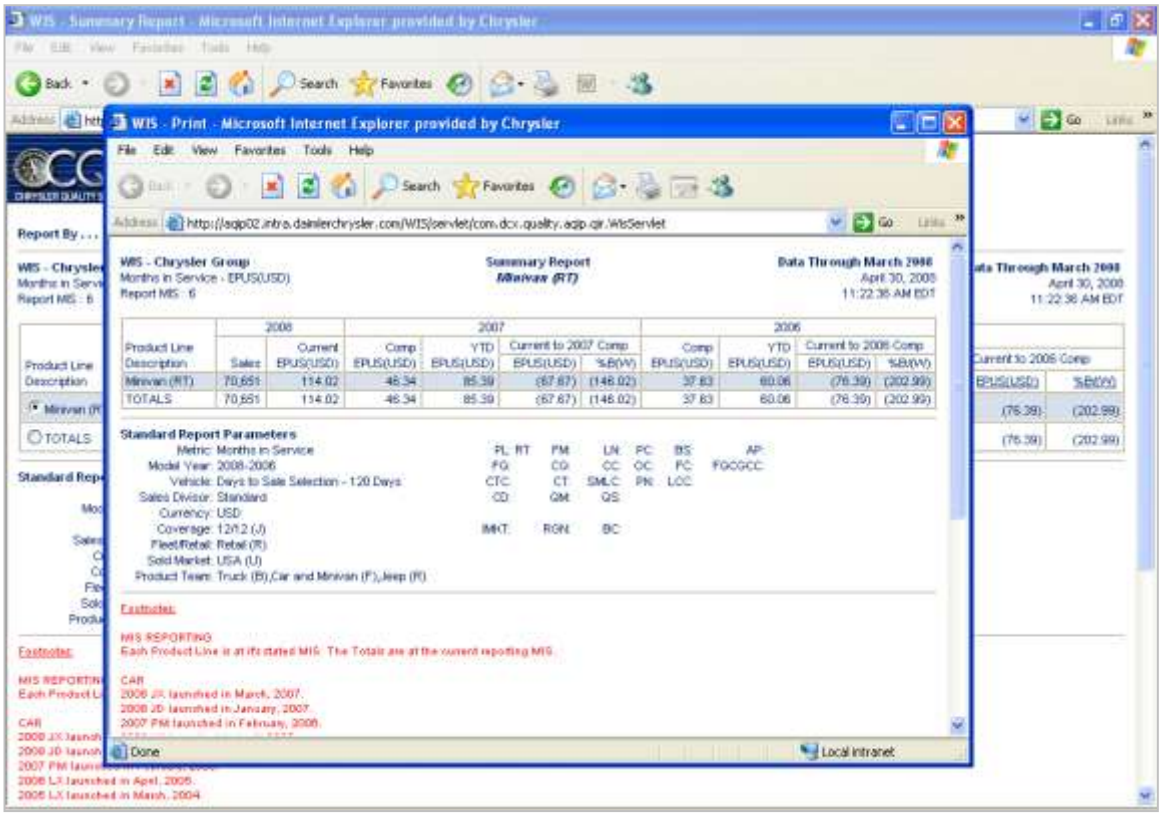
Printing

To print data generated from WIS queries, first select the “Print” command in the WIS


CQS WIS
Report By . . . Prev: Next: Price Class
WIS - Chrysler Group
Months in Service - EPUS(USD)
Report MIS : 6
Summary Report
Minivan (RT)
Data Through March 2008
Product Line Description
Sales
Current EPUS(USD)
Comp EPUS(USD)
YTD EPUS(USD)
Current to 2007 Comp
Minivan (RT) 70,651 114.02 46.34 85.39 (67.67) (146.02) 37.63 60.06 (76.39) (202.99)
TOTALS 70,651 114.02 46.34 85.39 (67.67) (146.02) 37.63 60.06 (76.39) (202.99)
Standard Report Parameters
Metric: Months in Service
Model Year: 2008-2006

title bar. This opens a new browser window with the data in a print preview mode.

Once the new browser is launched with the data in a print preview, use the browser’s print command to send the data to a user-defined printer or file.

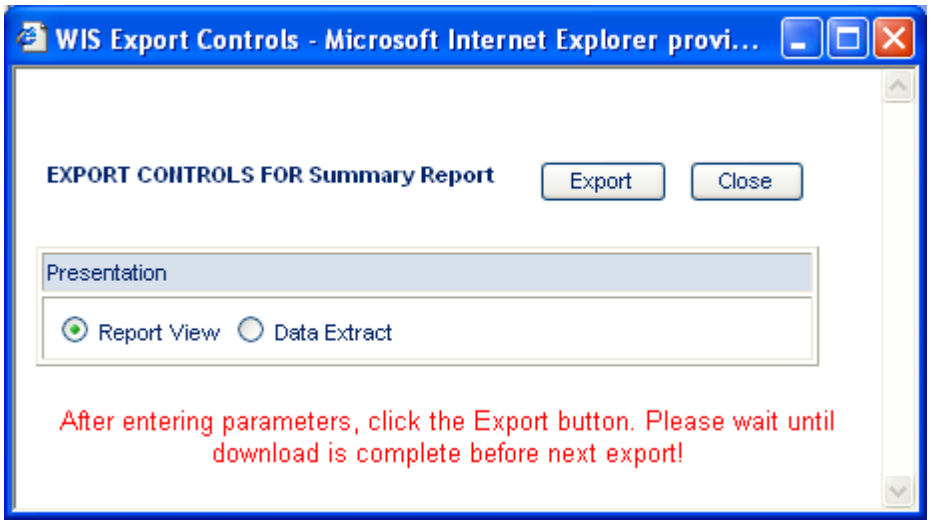

WIS - Summary Report - Microsoft Internet Explorer provided by Chrysler
WIS - Print - Microsoft Internet Explorer provided by Chrysler
File Edit View Favorites Tools Help
Address http://aqip02.intra.daimlerchrysler.com/WIS/servlet/com.dcx.quality.aqip.qir.WisServlet
WIS - Chrysler Group
Months in Service - EPUS(USD)
Report MIS : 6
Summary Report
Minivan (RT)
Data Through March 2008
April 30, 2008
11:22:36 AM EDT
Standard Report Parameters
Metric: Months in Service
Model Year: 2008-2006
Vehicle: Days to Sale Selection - 120 Days
Sales Divisor: Standard
Currency: USD
Coverage: 12/12 (J)
Fleet/Retail: Retail (R)
Sold Market: USA (U)
Product Team: Truck (B),Car and Minivan (F),Jeep (R)
Footnotes:
MIS REPORTING
Each Product Line is at its stated MIS. The Totals are at the current reporting MIS.
CAR
2008 JK launched in March, 2007.
2008 JD launched in January, 2007.
2007 PM launched in February, 2006.
Done
Local intranet

Export

WIS data can be downloaded into a Comma Separated Value (*.csv) format file using the "Export" command on the WIS Title Bar. Once a report is displayed such as the Status Summary C/1000 report below, clicking on the "Export" command will be begin the download process.

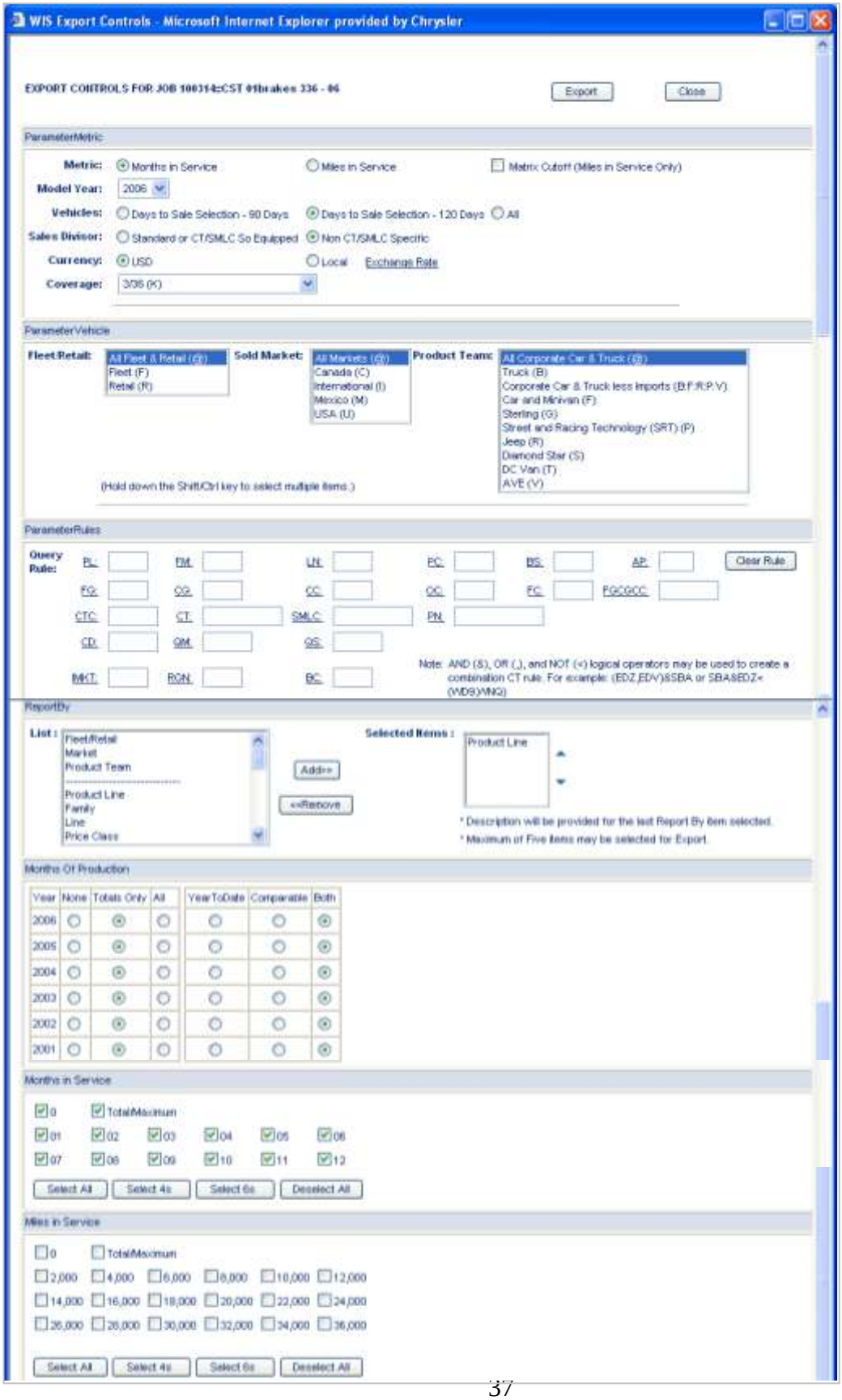
Export Controls - Standard:

Standard Reporting Export Controls provide options for exporting only the data displayed in the report (Report View) or all the metrics for each line item in the report (Data Extract).


WIS Export Controls - Microsoft Internet Explorer provi...
EXPORT CONTROLS FOR Summary Report
Export
Close
Presentation
Report View
Data Extract
After entering parameters, click the Export button. Please wait until download is complete before next export!

Export Controls – Advanced Reports:

Advanced Reports Export Controls provide options for exporting .



The first 3 sections of the Advanced Export Control box contains the same parameters found on the parameters tab in the Status Summary report, as well as throughout WIS. This allows you to delimit the data you export from the job.

The next section, Report By, allows multiple selections which that data will be summarized by.

The next 3 sections, Months of Production, Months in Service, and Miles in Service will allow you to select the level of detail or summary for each of those choices.

After selecting the parameters, click on Export and Internet Explorer will open the following window. Selecting "Open this file from its current location", will automatically open the text file with an application defined by the user. If a *.csv file has not previously been opened on the PC, the system will prompt the user to select an application.

File Download
Do you want to open or save this file?
Name: WIS_summary_report5.csv
Type: Microsoft Excel Comma Separated Values File
From: aqjp02.intra.daimlerchrysler.com
Open
Save
Cancel
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

Selecting "Save this file to disk" will simply save the data as a *.csv file to the user defined folder location.

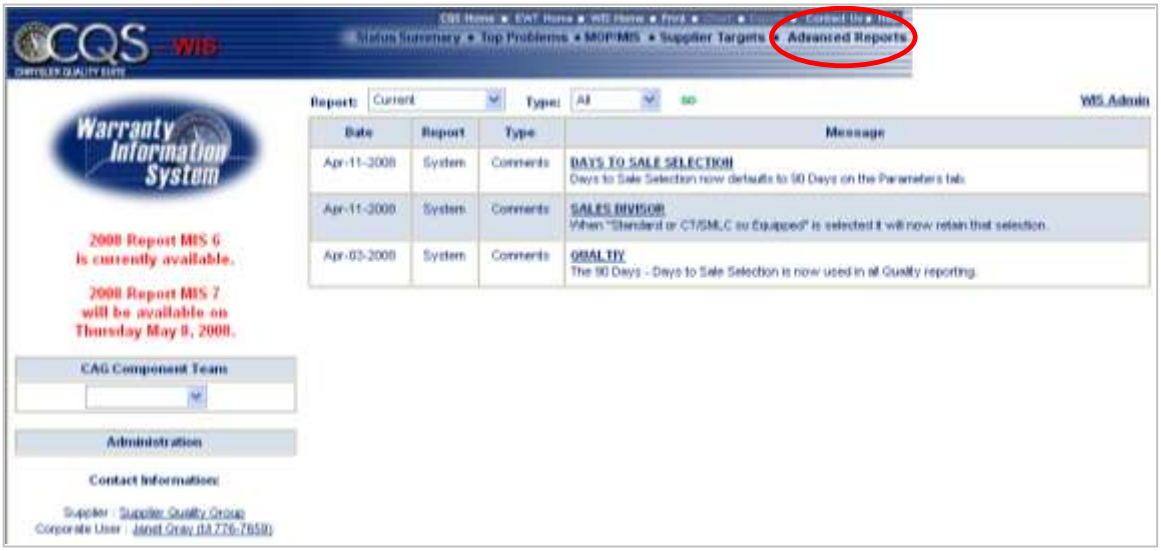
Advanced Reports

In most cases, WIS Standard Reports (Status Summary, Top Problems, and MOP/MIS) will achieve the reporting needs of the user. When scenarios arise where it is not possible to extract a metric using the Standard Reporting features, the Advance Reports feature is available.

Some reporting requirements that must use the Advance Reports options include, but are not limited to:

- Combining multiple Query Rules
- Excluding data
- Reporting on a MIS other than the current system MIS

Advanced Reports are accessed from the WIS Home Page. The "Advanced Reports" command toggles between Standard Reports and the Advanced Reports.



Jobs:

The Jobs tab contains data extracted from the system. The first time the Advanced Reports feature is accessed, the Jobs tab will be empty. Each month the system is updated with new MIS data, all users Jobs are deleted.

All Jobs have unique Job ID's (Jid). They are created when a Query is submitted against the database.

Refresh:
Refreshes the screen and updates the Status.

ResubmitFTP:
Resubmits only the FTP for the selected job.

Resubmit:
Resubmits the selected Job against the database. The "Processing Start Date" and "Processing End Date" will update accordingly.

Abort:
Aborts the processing of a selected Job.

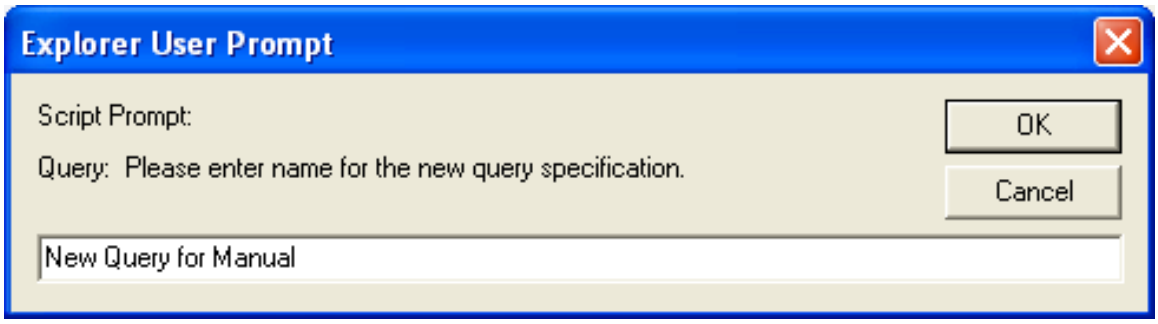
Delete:
Deletes the selected Job.

Queries:

The Queries tab contains user-defined queries that are submitted against the database to extract data. Queries are defined using the Parameters and Rules tab. The Scheduler tab determines the submit frequency for the query. The first time the Advanced Reports feature is accessed, the Queries tab will be empty.

All Queries have unique Query ID's (Qid). Qid's are assigned when a new Query is saved/submitted against the database.

To start a query, select New. A pop-up box allowing you to enter a name will appear.



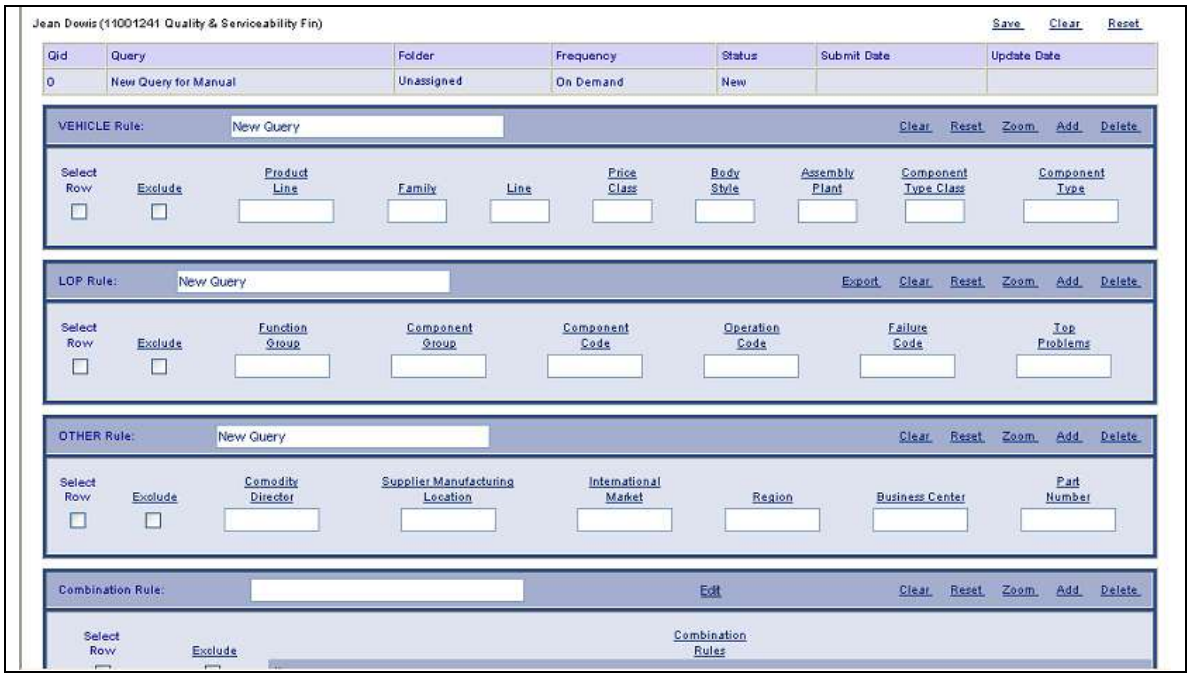
Parameters:

Similar to Standard Reports, the Vehicles, Model Years, Coverage, Fleet/Retail, Market, and Product Team/s are selected during the Query definition process.

Note: Make sure to select a minimum of two Model Years.

Rules:

Vehicle, LOP, Other, and Combination the groupings available to define the Rules during the Query definition process. The fields contained in each section are the same as those used in Standard Reporting. Each field will allow multiple codes separated by commas and will accommodate up to 255 characters.


Jean Dowis (11001241 Quality & Serviceability Fin)
Save Clear Reset
Qid Query Folder Frequency Status Submit Date Update Date
0 New Query for Manual Unassigned On Demand New
VEHICLE Rule: New Query
Clear Reset Zoom Add Delete
Select Row Exclude Product Line Family Line Price Class Body Style Assembly Plant Component Type Class Component Type
LOP Rule: New Query
Export Clear Reset Zoom Add Delete
Select Row Exclude Function Group Component Group Component Code Operation Code Failure Code Top Problems
OTHER Rule: New Query
Clear Reset Zoom Add Delete
Select Row Exclude Comodity Director Supplier Manufacturing Location International Market Region Business Center Part Number
Combination Rule:
Edit
Clear Reset Zoom Add Delete
Select Row Exclude Combination Rules

Save:
Saves the Query with the current defined Parameters and Rules

Clear:
Clears all Rules' field entries, or for just that grouping where Clear is selected

Reset:
Resets all Rules to the last saved, or for just that grouping where Reset is selected

Exclude:
Checking the "Exclude" box, excludes all data (expense and sales) defined by the rule

Select Row:
Use the "Select Row" box with the Clear , Delete, or Zoom command

Zoom:
As each field can contain up to 255 characters, the Zoom command allows viewing of selected field entries that extend beyond the normal field window

Delete:
Deletes the row where the Select Row box has been checked

Add:

The Add command in each Rule section can be used to insert additional rows. Clicking on Add will open the following window. In the box to the right of "New rows", input the number of additional rows desired and click on "OK".

Using the Drop Down box, you can select to Add a link from another query, or Copy from another query. To Link to , or Copy, another query you must know the Query ID.

The Link function allows you to use another query as it is at the time you run it. If the query you are linked to changes, your query will also then run with those changes.

The Copy function allows you to copy into your query the parameters of another query.

Scheduler:

Once a Query has been defined, it can either be saved for use at a later time and a Query ID will be assigned, or it can be submitted creating a Query ID and a Job ID.

Save:
Saves the Query and assigns a unique Qid.

Submit:
Saves the Query and creates a Job ID with the data extracted from the database.

Query Name:
Allows the Query Name to be modified.

Folder:
To keep Queries organized, Queries can be saved under different user defined folders. Folder commands include New, Rename, and Delete.

Frequency:
"On Demand" will generate a Job when the Submit command is selected.
"Monthly" will generate a Job only when the system is updated with the next MIS load.
***NOTE: The query must have the Frequency set at Monthly and ALSO be in Submit status for it to automatically be run with the next MIS load.

Description:
Allows text input to describe the Query.

FTP Site:

The FTP site is for internal DCX users only. This function allows for the job output to be sent to your LAN Server. The WIS Contact person listed on the homepage of WIS can facilitate your request.

Export Controls:

This allows you to set up the file to be FTPed to your LAN Server.

Performing Queries on Jobs:

Jobs are created from Queries submitted against the WIS database. Performing queries on Job data is done from the Jobs tab. When the Job Status states "Completed", select the Job by clicking its radio button. Now, the Status Summary, Top Problems, or MOP/MIS feature may be used to perform queries on the data.

Using Advanced Reports Data

After the Job has been selected, you can use any of the Reports previously covered in the manual. However, options will be limited based on the Parameters and Rules defined in the Query used to generate the Job.

Warranty Information System Training

Online training is available via TEDS course code DQIWIS101.